

Professional Job Position Description

Section I: Position information

Effective date	2026-09-01	☐ Update only	☒ Classification review
Position title	APO, Academic Advising and Support Services		
Position number	999917		
Classification level	B		
Position affiliation	☒ AUFA ☐ Excluded		
Location	Virtual-Alberta		
Department	Faculty of Science and Technology		
Reports to	Faculty Manager, Faculty of Science and Technology		

Position summary

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

The Administrative Professional Officer (APO), Academic Advising and Support Services (AASS) is responsible for the day-to-day supervision and coordination of assigned FST academic services units. The position oversees daily operations, coordinates workload and staffing coverage, supports consistent application of established advising practices and procedures across FST programs, and provides direction and support to employees.

The APO works within established university policies, academic regulations, faculty procedures and service standards to support consistent and effective advising services. The position addresses day-to-day student service and operational matters within its area of responsibility and refers matters requiring policy interpretation, exception, significant employee relations intervention, or broader management authority to the Faculty Manager.

The APO fosters a respectful, collaborative, and professional team environment, proactively managing team dynamics and supporting positive working relationships that promote staff performance and engagement.

The incumbent is responsible for maintaining the unit's administrative systems and procedures, unit communications, coordination of timely resolution of complex student and operational matters, in-depth training and performance management of advising staff, assignment of staff workload and priorities and quality assurance within FST's Academic Advising and Support Services units.

The position works collaboratively with the Faculty Manager, FST Leadership and other university units to coordinate advising activities, support the implementation of approved initiatives and identify operational issues and trends affecting the services delivery.

Duties and responsibilities

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

Coordination/Administration (80%)

Academic Advising and Support Services Oversight

- Manages the daily activities of FST's Academic Advising and Support Services units including student applications, admissions, registration, academic advising and related student support services for FST courses and programs.
- Ensures compliance with university and program regulations governing unit operations and ensures procedures, workflows, dashboards, and knowledge-base documentation are developed, maintained, and kept up to date.
- Manages the applications and admissions processes for FST programs, ensuring timely, consistent, and efficient review and processing of student inquiries.
- Coordinates the escalation of complex student inquiries ensuring timely resolution and appropriate follow through, escalating matters to the Faculty Manager and/or FST leadership as appropriate.
- Serves as the unit's primary point of contact for procedural guidance and operational troubleshooting, liaising with external units and coordinating requests to the appropriate area as required.
- Extracts, tracks metrics and generates reports of student service and advising data and present findings to FST leadership in support of identifying trends, assessing operational effectiveness, and strategic initiatives.
- Develops and coordinates unit communications and communication templates, including messaging and facilitating information flow with external units and stakeholders.
- Supports the development and implementation of faculty initiatives in relation to student advising services.
- Coordinates unit-level operational initiatives and projects, in consultation with the Faculty Manager and FST leadership, ensuring effective processes and the smooth implementation across the unit and the faculty.
- Supports the development and continuous improvement of university policies, procedures, systems, and projects by providing informed recommendations and feedback and overseeing the implementation of approved service delivery initiatives within the unit.

Supervision

- Provides direct day-to-day supervision, mentoring, and performance management for FST's Academic Advising and Support Services staff.
- Participates in the recruitment, selection and onboarding processes of new student advising staff.
- Coordinates student advising staff orientation, training, and ongoing development to build capacity and maintain service excellence.
- Establishes workload allocation, task prioritization, and staffing coverage to ensure operational continuity, particularly during peak periods and staff absences. Provides direct position coverage for staff when required to meet operational needs.
- Monitors service quality and compliance with established service standards, addressing performance concerns and escalating matters to the Faculty Manager and/or FST leadership as appropriate.
- Evaluates the performance of student advising and support staff, provides constructive and timely feedback, and supports performance improvement plans to address identified gaps and enhance individual and team effectiveness. Escalates performance-related matters to the Faculty Manager, as appropriate.

- Manages appropriate user access, data integrity, and effective system utilization to support student advising and support operations.
- Maintains a regular channel of communication with direct reports and stays informed on day-to-day challenges to competently support improvements and efficiencies.

Team Engagement and Effectiveness

- Demonstrates respectful, inclusive, and professional behaviour in daily interactions and supports a positive team environment.
- Maintains effective communication with team members, shares relevant information, and encourages open discussion and collaboration.
- Promotes a solutions-focused approach and reinforces positive workplace behaviours.
- Monitors team dynamics and take action to maintain engagement and professionalism.
- Responds to workplace concerns and interpersonal issues promptly and in a professional manner, escalating complex matters to the Faculty Manager.
- Plans and coordinates multi-unit and team meetings, ensuring effective use of time and resources to maximize efficiency and collaboration while supporting operational priorities.
- Maintains effective and collaborative working relationship with FST's Student Administrative Services staff to support day-to-day operational needs.

Other Responsibilities (20%)

- Maintains regular communication with other AU departments and represents the Faculty of Science and Technology Academic Advising and Support Services on various AU committees, working groups, and cross functional projects.
- Demonstrates professionalism and exercises discretion in all interactions.
- Supports operational continuity by contributing to emergent tasks, committees, special projects, and faculty and AU initiatives as directed by FST leadership.
- Coverage for other FST front-facing student support supervisory positions.
- Other duties as assigned by the Dean, FST.

Occupational health and safety

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>

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

Classification factors

Communication

Communicates professionally, respectfully, and inclusively with Academic Advising and Support Services staff, the Faculty Manager, FST Leadership, students and other AU units to exchange relevant information, clarify requirements, discuss operational and student service matters, and support the effective delivery of student advising and support services.

Communication with direct reports includes assigning and clarifying work, providing direction and feedback, discussing workload and service requirements, supporting training and development,

fostering open dialogue, collaboration, and positive working relationship, resolving unit-level communication gaps, and addressing day-to-day performance and operational matters.

Requires sound judgement and communication skills to provide expert advice and effectively participate on a variety of FST and university Committees. The incumbent must build and maintain collaborative working relationships with internal staff, departments and external stakeholders, while facilitating the flow of information across units.

Communicates with students and university colleagues to gather and clarify information, explain established policies, procedures and academic requirements, and coordinate responses to student and operational matters.

The position provides the Faculty Manager and FST leadership with relevant operational information, identifies issues or trends requiring attention, and escalates matters requiring interpretation, exception, or management decision.

A strong knowledge of departmental procedures, program regulations, university policy, as well as an understanding of ATIA legislation is required. The incumbent ensures consistent and appropriate application of these frameworks across FST's Academic Advising and Support Services unit operations.

Supervision

Provides direct, ongoing supervision to FST's Academic Advising and Support Services staff and is responsible for the day-to-day supervision and coordination of the team.

Supervisory responsibilities include establishing work expectations and priorities; assigning and monitoring work; coordinating workload and staffing coverage; providing coaching, feedback and direction, completing performance assessments; identifying training and development needs; supporting employee onboarding; addressing routine performance and workplace concerns; and ensuring staff are equipped to respond effectively to evolving student needs and AU priorities.

Promotes a positive, solutions-focused, and service-oriented work environment by demonstrating professionalism and collaboration, supporting team engagement, addressing routine workplace concerns promptly, and escalating matter to the Faculty Manager as appropriate.

The position participates in recruitment and selection activities and supports the orientation and training of new employees.

The position addresses supervisory matters within the scope of its authority and consults with or escalates matters requiring formal discipline, significant employee relations intervention, or broader management authority to the Faculty Manager, in accordance with established university processes.

Impact of service or product

Maintains the integrity, quality, and efficient operation of FST's Academic Advising and Support Services, with a substantial impact on the consistent, accurate, and timely delivery of service to students.

The position's decisions and actions affect the operation of advising services, including workload distribution, staffing coverage, service processes, established workflows, escalation of complex issues, and the work of employees within the unit.

Errors or delays may affect the accuracy or timeliness of student advising and related administrative processes and may require follow-up or corrective action.

The position is responsible for handling confidential student and employee information in accordance with applicable university policies, procedures and privacy requirements.

Independence of action

Manages the day-to-day operations and priorities of FST's Academic Advising and Support Services within established university policies, academic regulations, and faculty guidelines, services standards and in consultation with FST Leadership and direction provided by the Faculty Manager.

The position independently establishes day-to-day work priorities, assigns and monitors workload, coordinates staffing coverage, addresses routine operational and student services matters, coordinates the escalation of more complex issues, and applies established policies, procedures and academic requirements to the work of the unit.

The position exercises judgment in determining the appropriate course of action within established guidelines and identifies when consultation or escalation is required. Matters involving policy interpretation, exceptions to established requirements, significant employee relations concerns, broader resource decisions, or issues outside the position's delegated authority are referred to the Faculty Manager or appropriate FST leadership.

The Faculty Manager provides overall direction and reviews the effectiveness and appropriateness of the position's work in relation to established requirements and operational objectives.

Complexity

The position performs varied supervisory and administrative duties across Academic Advising and Support Services and applies a range of established processes, procedures, academic regulations and service requirements in carrying out the work.

The position deals with a broad range of day-to-day student service and operational matters, including workload and staffing requirements, advising processes, student inquiries, service issues, employee questions, established academic requirements and coordination with other university units. The position must determine which established process, procedure or requirement applies to a particular situation and coordinate the appropriate response.

Situations that fall outside established processes or require policy interpretation, exception, significant employee relations intervention, or broader management decision are referred to the Faculty Manager or appropriate university resource.

The position must organize competing demands and apply sound judgment to maintain effective service delivery across the assigned teams and uphold the utmost degree of confidentiality and exercises sound personal discretion when handling complex and confidential information essential to the role.

Planning

Planning is primarily focused on the day-to-day operational requirements of Academic Advising and Support Services.

The position plans and coordinates workload, staffing coverage and work priorities to support service delivery and operational continuity. This includes responding to routine changes in workload, peak service periods, employee absences and other day-to-day operational requirements.

The position reviews available information to identify workload or service issues, adjusts work assignments and priorities as required, and follows up on operational matters affecting the team. The position supports the implementation of initiatives and changes approved by the Faculty Manager or FST leadership and provides operational information and feedback to assist with implementation.

Issues requiring significant changes to resources, service delivery, established processes or broader faculty planning are referred to the Faculty Manager.

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.

Education & Experience:

A four-year post-secondary degree in a relevant discipline is required, along with a minimum of three years of related experience in a post-secondary environment. Experience should include progressively responsible administrative and supervisory responsibilities, preferably in student services or academic advising.

An equivalent combination of education and experience may be considered.

Skills and abilities:

- Professionalism – Demonstrates high ethical standards and an honest, open, and consistent approach to working with peers, staff, and leadership. Conducts business respectfully and maintains confidentiality.
- Emotional Intelligence – Demonstrates the ability to recognize and manage one's own emotions and to understand and respond appropriately to the emotions of others. Uses this awareness to communicate effectively, build respectful working relationships, and navigate challenging or sensitive situations within a diverse university community.
- Decision-making – Effectively prioritizes and adapts approaches in complex, changing, or uncertain environments. Demonstrates sound judgment and discretion in resolving problems and handling sensitive or confidential matters. Implements and act upon operational decisions.
- Relationship Management – Builds and maintains effective working relationships with staff, faculty, and service partners through clear communication, collaboration, and timely issue resolution, supporting strong service delivery and a positive working environment.
- Communication – Communicates clearly and effectively in written, verbal and presentation formats and practices active listening. Builds trust through demonstrated objectivity and consistency, gains commitment of staff and proactively shares information with leadership to ensure timely awareness, alignment and informed decision-making. Demonstrates strong analytical and written skills, particularly in relation to writing reports, policies, procedures, and communications to staff.
- Systems Knowledge – Demonstrates strong knowledge of relevant software for student information and related systems (i.e., GRADES, Banner, Office 365, Student Relationship Management System, Mobius, MuchLearning, IBM Notes, Alfresco, etc.) is required. Strong knowledge of student project server administration and technical support.

Signatures for sections I and II

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