

Professional Job Position Description

Section I: Position information

Effective date	2026-04-01	<input type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Coordinator, Student Support Services		
Position number	999917		
Classification level	C		
Position affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location	Virtual-Alberta		
Department	Faculty of Science and Technology		
Reports to	Dean, Faculty of Science and Technology		

Position summary

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

The Coordinator, Student Support Services provides operational leadership for the Faculty of Science and Technology's (FST) Student Support Services Unit and is directly responsible for the coordination, delivery and continuous improvement of FST's student support services, student support administration, and undergraduate and graduate academic advising services across FST programs. Reporting to the Dean, the Coordinator leads a team of student support staff, establishes service priorities, and ensures the effective delivery of student services throughout the student lifecycle.

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

The role provides leadership in the planning, coordination, and implementation of unit initiatives related to student support and operations, ensuring a service-focused approach aligned with faculty and university priorities.

As a member of FST's Dean's Advisory Committee, the role provides operational and strategic support and input to the Office of the Dean and faculty leadership in the planning, coordination and implementation of core faculty initiatives and operations overall, ensuring alignment with the University's academic priorities and research mandate.

Duties and responsibilities

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

Coordination/Administration (80%)

Student Services Oversight

- Provides operational leadership for the delivery of prospective and continuing student support services across the Faculty of Science and Technology (FST) programs.

- Manages the daily activities of the FST Student Support Services Unit including student applications, admissions, registration, academic advising and related student support services.
- Ensures compliance with university and program regulations governing unit operations and ensures that the unit's current procedures, workflows, 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.
- Serves as the unit's primary point of contact for procedural guidance and operational troubleshooting, liaising with external units and directing to the appropriate area as required.
- Extracts, analyzes and interprets student service data and present findings to FST leadership in support of identifying trends, assessing operational effectiveness, and strategic initiatives.
- Develops and coordinates unit communications, including messaging and facilitating information flow with external units and stakeholders.
- Supports the development and implementation of faculty initiatives that support the full student lifecycle, promote effective academic planning, and advance program completion outcomes.
- Leads unit-level operational initiatives and projects, providing direction and coordination while ensuring effective processes and smooth implementation across the unit and faculty.
- Contributes to the development and continuous improvement of university policies, procedures, systems, and projects by providing informed analysis, strategic recommendations, and overseeing the implementation of approved service delivery initiatives within the unit.
- Works in partnership with FST Course Production and Learning Designers, and the Exam Unit, to ensure accuracy, alignment, and quality in course development and exam delivery processes.

Supervision

- Provides direct supervision, guidance, and performance management for FST Student Support Services Unit staff, including goal setting, coaching and performance evaluation.
- Identifies professional development priorities and ensures staff competency with evolving systems and policies.
- Manages the recruitment, selection and onboarding processes of new student support staff.
- Leads the coordination of FST Student Support Services Unit staff orientation, training, and ongoing professional development to build capacity and maintain service excellence.
- Manages workload allocation, task prioritization, and staffing coverage to ensure operational continuity, particularly during peak periods and staff absences.
- Monitors service quality and compliance with established service standards, addressing performance concerns and escalating matters to FST leadership as appropriate.
- Evaluates FST Student Support Services Unit staff performance, provides constructive and timely feedback, and supports performance improvement plans as required to address deficiencies and enhance individual and team effectiveness.

- Manages appropriate user access, data integrity, and effective system utilization to support student advising, course administration, and faculty operations.

Relationship Management (Student Support Services Unit)

- Fosters a culture of respect, equity, inclusion, and continuous improvement by modelling professional conduct, effective communication, and collaborative behaviour at all times.
- Builds positive working relationships and promotes open, transparent communication, ensuring team members are informed, heard, and supported.
- Maintains a solutions-focused approach and reinforces positive behaviours.
- Monitors team dynamics and take action to maintain engagement and professionalism.
- Addresses conflicts and unproductive behaviours promptly and constructively, escalating complex issues appropriately after attempting resolution.

Other Responsibilities (20%)

- Maintains regular communication with other AU departments and represents the Faculty of Science and Technology Student Support Services Unit 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 institutional initiatives as directed by FST leadership.
- 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>

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Classification factors

Communication

Requires exceptional diplomacy, sound judgement and skill in making informed decisions. The incumbent must build and maintain effective and collaborative working relationships with internal and external individuals and groups including the Faculty of Science and Technology and its leadership team, other University faculties, the Office of the Provost and Vice President Academic and sub-offices, Office of the Registrar, students, and various institutional departments. The incumbent also provides strategic recommendations to external units and FST leadership, delivers informed decisions to staff and students, develops strategies to support student engagement throughout the student lifecycle, and participates on a variety of Faculty and University Committees.

Communicates openly and transparently with their supervisor regarding Student Success Services Unit concerns, risks, and emerging issues, proactively sharing information to ensure timely awareness, alignment and appropriate decision-making.

Demonstrates excellent written and verbal communication skills, using clear, accurate, and respectful language at all times. The incumbent contributes to the drafting of university-level policies

and procedures, ensures the development and implementation of unit-level procedures and training manuals, coordinates unit communications, and resolves communication gaps.

Demonstrates adaptability, strong organizational skills, and the ability to coordinate diverse teams (FST's Student Support Services, Student Support Administration, and Undergraduate and Graduate Academic Advising) while clearly communicating priorities. The incumbent facilitates information flow with external units and stakeholders; gathers, analyse, interprets and acts on student service data from various sources.

A strong knowledge of departmental procedures and 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 Student Support Services Unit operations.

Supervision

Provides leadership, supervision, and mentorship to Student Support Unit staff, setting clear expectations, fostering accountability, promoting a collaborative, service-oriented team culture, and ensuring staff are equipped to respond effectively to evolving student needs and institutional priorities while ensuring staff remain competent with changing systems, policies and service expectations.

Cultivates a respectful, collaborative, and professional team environment, proactively managing team dynamics, addressing conflict and ensuring positive working relationships that support performance and engagement.

The incumbent is responsible for planning, directing, and monitoring the work of FST's Student Support Services, Student Support Administration, and Undergraduate and Graduate Academic Advising staff. The role is responsible for: managing recruitment, orientation, training and on-going professional development to build capacity and maintain high service standards; coaching and motivating staff; planning and assigning workload distribution and task prioritization while ensuring staff coverage meets operational needs; monitoring service quality, ensuring adherence to service standards; providing timely and constructive feedback, completing performance appraisals, and addressing performance issues as needed in conjunction with the Office of the Dean.

Impact of service or product

Assumes responsibility for maintaining the integrity, quality, and efficient operation of FST's Student Support Services Unit, with a substantial and crucial impact on the quality of service to students and other departments. Errors could have an immediate, serious negative impact on the student and the institution.

The incumbent is responsible for providing services to FST applicants and registered students while ensuring unit compliance with the regulations and guidelines as outlined in Athabasca University policy for the collection, dissemination and confidentiality of information regarding AU students and is accountable for the integrity and confidentiality of student information and records.

Independence of action

Manages the day-to-day operations and priorities of FST's Student Support Unit with a high degree of independence. Working within established university policies, academic regulations, and faculty guidelines, the Coordinator determines operational priorities, allocates resources, and implements processes to ensure effective delivery of student services across FST programs.

Interprets policies, resolves complex student and operational issues, and recommends improvements to procedures, workflows, and service delivery.

Provides informed advice and recommendations to the Office of the Dean and FST leadership regarding operational matters affecting student services, program administration, and the student lifecycle.

Exercises sound judgment, discretion, and initiative in addressing sensitive and confidential student matters while ensuring compliance with institutional policies, regulatory requirements, and applicable legislation.

Recognizes when issues exceed scope of authority or capacity and escalates issues that involve risk, repeated concerns, policy implications, or unresolved conflict in a timely manner, even when resolution efforts are ongoing, ensuring timely and effective resolution.

Complexity

Works in a fast-paced environment that is under constant change with frequent interruptions. Priorities must be adjusted on demand to support a broad range of functions across multiple programs.

Demonstrates adaptability and flexibility while effectively overseeing and undertaking multiple tasks related to the coordination of student services, including FST's Student Support Services, Student Support Administration, and Undergraduate and Graduate Academic Advising areas.

Upholds the utmost degree of confidentiality and exercises sound personal discretion when handling complex and confidential information essential to the role.

Provides counsel and advice to the Office of the Dean and the FST leadership team on matters related to student services.

Researches, gathers, and analyzes information from a variety of sources to develop and prepare reports, presentations, and correspondence for internal and external distribution.

Planning

Coordinates extensive planning activities to ensure effective use of time, people and resources to achieve the student service goals within the faculty. Prioritizes work strategically to balance competing demands.

Monitors and manages the student lifecycle while developing and maintaining efficient and effective services that support academic and operational priorities.

Researches other institutional processes, evaluates policies, processes, and regulations, and proposes enhancement or new approaches to improve services and refine policies and operational processes.

Researches, analyzes, prepares, and develops reports, presentations and correspondence to support planning, decision-making, and faculty initiatives.

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: Must have a post-secondary degree in a relevant discipline.

Experience: Must have at least 5 years' experience in a post-secondary environment, demonstrating increasing levels of responsibility at the administrative, supervisory, and management level. The incumbent must have strong management and leadership skills, excellent organization and planning skills and proven ability to direct and supervise staff in a collaborative, co-operative way.

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 as well as inspire decision-making by others.
- 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		
Executive Officer signature		Date
Human Resources review		Date