

Professional Job Position Description

Section I: Position information

Effective date	2026-08-31	☒ Update only	☐ Classification review
Position title	Manager, Course Production		
Position number	998491		
Classification level	Professional D		
Position affiliation	☒ AUFA ☐ Excluded		
Location	Home Office		
Department	Faculty of Science and Technology		
Reports to	Shauna Zenteno, Dean, FST		

Position summary

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

Reporting directly to the Dean, the Manager, Course Production (CP), provides administrative and operational management to the CP unit in the Faculty of Science and Technology (FST) and is a key member and strategic advisor to faculty leadership. In partnership with the Associate Dean, Learning and Assessment, this position provides course production and design leadership and innovation to the faculty in collaboration with FST leadership, staff, and other members of the Athabasca University community.

The Manager, CP, oversees and coordinates the work of the CP unit, and by working closely with the Associate Dean, Learning and Assessment, provides guidance to the Course Design unit to manage effective workflow, ensure quality, and utilize resources effectively to support FST's course development process.

The Manager, CP, also works with FST leadership to participate in strategic leadership for the Faculty. This position provides oversight for effective course development in the Faculty by creating learning opportunities, promoting awareness, supporting technology solutions, and contributing to new system and process developments.

Duties and responsibilities

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

OPERATIONAL MANAGEMENT

- Demonstrates a vision for innovation in course development and is committed to continuous improvement.
- Manages operations and makes decisions for the Course Production (CP) unit in the Faculty of Science and Technology (FST).

- Manages CP resources to support Faculty and Institutional initiatives, projects, and innovations.
- Acknowledges and acts on unexpected situations by resolving emerging issues and harnessing new opportunities.
- Works with the Dean and FST leadership to provide strategic direction for Faculty operations.
- Manages, administers, and recommends revision to Faculty course production policies and procedures to ensure consistent application, as well as Faculty-wide compliance and alignment with both Athabasca University and external agencies' policies and procedures relating to course production.

RELATIONSHIP MANAGEMENT

- Fosters a positive work environment that encourages and maintains beneficial working relationships between the Course Design and Course Production (CP) units.
- Fosters collaborative, productive, and respectful working relationships across the Faculty of Science and Technology (FST) and Athabasca University (AU).
- Identifies and resolves operational and administrative issues and conflicts of substantial significance that may impact the overall functioning of course production within the Faculty.
- Networks with appropriate FST and AU committees.

QUALITY ASSURANCE

- Ensures Course Production (CP) systems are in place, utilized, and kept up to date and monitors the process across the Faculty to maintain quality and currency in courses.
- Leads new innovations, strategies, and projects relating to course production.
- Recognizes priorities and requirements of faculty and staff and facilitates a supportive environment where they can thrive.
- Creates orientation plans and assigns tools and resources to new and existing CP staff to help with their development and growth.

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PLANNING/COORDINATION

- Provides professional and expert guidance to the Dean regarding the development of projects to address specific issues and emerging opportunities that lead and contribute to strategic solutions, policies, and procedures.
- Gathers and monitors Faculty of Science and Technology (FST) course data and analyzes metrics to generate reports, identify trends, present findings, and make recommendations, allowing Faculty leaders to make informed decisions that are aligned with Faculty goals and objectives.
- Facilitates the prioritization of projects and course development work, engaging the appropriate stakeholders.
- Identifies issues and implements solutions for effective workflow.
- Collaborates with the Dean and FST leadership to prioritize activities.
- Oversees the acquisition, storage, and maintenance of documentation relating to the course production process.
- Prioritizes course maintenance, minor and major revisions, and new courses within the Course Production unit to best align with Faculty and Athabasca University initiatives and deadlines, while managing production activities and project timelines to achieve targeted course deployment dates.
- Organizes learning opportunities for faculty and staff in collaboration with the Associate Dean, Learning and Assessment.

OTHER

- Serves on Faculty of Science and Technology and Athabasca University committees as required.
- Provides Course Production Coordinator (CPC) support as time permits.
- Other duties as assigned.

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

The Manager, Course Production (CP), gathers, interprets, and acts on information and data from various sources and provides consultation and advice where required and appropriate. The incumbent provides strategic advice and counsel in the area of course production to faculty and staff and to external Athabasca University units and individuals. The incumbent is required to foster an environment that encourages beneficial working relationships and collaborations and motivates staff and teamwork across the Faculty and with external units.

Supervision

The incumbent manages all aspects of human resources management for the Course Production (CP) unit in the Faculty of Science and Technology (FST), including the supervision of all staff and external contractors.

Due to the many competing Faculty and Institutional initiatives and projects, planning and coordination of staff resources is essential for the CP unit to successfully achieve the numerous competing goals and deadlines set by various FST academic departments and external units.

Impact of service or product

The quality of the courses offered by the Faculty of Science and Technology (FST), the efficiency in updating course content, and the number of courses available to students all impact the growth, reputation, and sustainability of the Faculty's programs and Athabasca University overall. The incumbent's management of FST's course production processes, systems, priorities, projects, and innovations is an essential component for maintaining the currency of the Faculty's course content, efficiently opening new and revised courses by deadline dates, and harnessing new opportunities and innovation.

Independence of action

The incumbent works independently and is required to make decisions to manage effective workflow, ensure quality targets are met, and allocate resources within the Course Production unit. Consultation with members of Faculty of Science and Technology leadership and external units occurs where appropriate (e.g., major system/process change).

Complexity

In-depth understanding of Athabasca University policies, procedures, style guides, course requirements, and overall course development processes is required. Knowledge regarding academic program requirements and deadlines, academic departments' deadlines and priorities, course approval processes, and external units' requirements (e.g., Office of the Registrar, Copyright Office, Exams Unit) must all be maintained to manage the scope of the course development work required for the Faculty's courses.

Various complex issues are often identified daily that must be handled proactively, effectively, and appropriately. The incumbent must be able to analyze, solve problems, negotiate, mitigate escalating issues, and when necessary, apply innovative and creative solutions to complex challenges.

Planning

The incumbent requires extensive planning and organizational skills for establishing criteria for course development priorities for the entire Faculty, which consists of three academic departments with diverse portfolios of undergraduate and graduate courses with competing priorities and deadlines. Course production priorities require periodic reassessment due to shifting Faculty and Institutional priorities, resource availability, deployment schedules, and deadlines. The incumbent must effectively coordinate activities and timelines to ensure course development projects meet targeted deployment dates.

The incumbent is responsible for leading course production projects and initiatives within the Faculty and for assigning course production resources to Institution-wide projects. Extensive planning skills are required for managing Faculty-specific projects and coordinating resources to support Athabasca University projects.

As part of Faculty leadership, the incumbent actively participates in strategic development for the Faculty by providing advice and guidance on issues and emerging opportunities and making recommendations aligned with Faculty goals and objectives.

Signatures for section I

Incumbent signature		Date Select a date.
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Supervisor signature		Date Select a date.
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Section II: Qualifications

Qualifications

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

- Requires a bachelor's degree. A graduate degree is considered an asset.
- Seven to nine years of progressively responsible administrative and leadership experience in a complex environment, preferably within a post-secondary institution, is required. An equivalent combination of education and experience will be considered.
- Demonstrated experience leading course production teams in an online learning environment and project-related activities in a large and complex organization is required.
- Demonstrated experience managing project schedules, coordinating resources, monitoring progress, and mitigating risks to ensure targeted course deployment dates are successfully achieved.
- Possesses working knowledge of educational learning platforms and learning management systems, technology-enabled learning strategies and tools, and project, task, and workflow management software.
- Demonstrated ability to interpret, develop, implement, and maintain policies and processes related to course development, course maintenance, and Institutional standards, ensuring consistency, quality, and regulatory compliance as well as support efficient course production, ongoing course maintenance, and Institutional governance requirements.
- Knowledge of and demonstrated skill in digital publishing/course development and production processes, and editorial, project management, and copyright knowledge.
- Experience working in a unionized environment and interpreting collective agreements, policies, and procedures is essential.
- Demonstrated ability to build relationships, lead change, manage competing priorities, exercise sound judgement, and provide strategic advice is required.
- Strong communication, analytical, problem-solving, and organizational skills are essential.
- Demonstrated commitment to continuous learning, collaboration, equity, diversity, inclusion, and service excellence is required.

Signatures for sections I and II

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