

Job Profile

Job Title: Associate Director, Service Point
Date: March 2009
Faculty/Admin Area: Enrolment Services
Department/Unit: Service Point
Job Family (if known): SAF3
Sub Family: Admissions and Registrar

A supportive campus environment is also essential for students to thrive. We wish to set the stage for a stimulating, enjoyable and fulfilling learning experience for our students, with services and administrative processes that are effective, efficient and, most importantly, student-oriented.

FOCUS ON STUDENTS: Principal's Task Force on Student Life and Learning at McGill, 2005

Members of the Service Point team strive to advance the goal of ensuring that McGill becomes a more student-centred university. They are accountable for supporting the creation and delivery of excellent services for students, making information easily accessible, and ensuring that interactions are based on mutual trust and respect.

Primary Purpose of the Position (*Key purpose, functions, roles*)

Reporting to the Director and having accountability for the delivery of excellent services to students, the Associate Director has a key leadership role in advancing McGill's goal of becoming a more student-centred university.

The Associate Director, Service Point, assists the Director in developing, overseeing, and evaluating the provision of excellent, timely and accessible services to students and the McGill community. The incumbent also collaborates across the following areas: admissions; registration; financial aid; student accounts; Arts & Sciences first line advising; as well as other services related to Partner Units*, and within Student Life and Learning to ensure the effective delivery of services.

Accountabilities

Leads, advises and maintains service-delivery excellence in areas of admissions, registration, records, and student accounts for both Undergraduate and Graduate Students at McGill University. Supports the University's mission by providing excellent service to students, to prospective students, and to their families.

- Collaborates with the Director to develop long-term strategic plans for service delivery.
- Forges strategic alliances with the Partner Units* as well as with various Faculties and departments at McGill, so as to adjust procedures and/or policies.
- Perform internal quality assessment and monitoring in collaboration with the Manager of Service Improvement to ensure processes are meeting the students' needs, those of their families, and those of the public.
- In collaboration with relevant Partner Units*, assists in ensuring compliance with institutional, provincial and federal legislation and guidelines as they relate to admissions, records, registration, and student accounts.
- Ensures policies and practices across all disciplines of the Service Point are reviewed continuously based on a philosophy of best practice, as aligned with McGill and legislative guidelines.
- Accountable for monitoring and ensuring the provision of excellent service to all students.
- Monitors the data in the Student Information System to ensure accuracy, data integrity and security. In collaboration with Partner Units*, ensures that the system and data meet McGill and legislative audit requirements.
- Identifies appropriate internal controls for department.
- Provides a positive leadership model to staff. Is a willing mentor and shares knowledge and expertise freely and creates a safe and productive working and learning environment.

- Commits to the provision of outstanding service and contribution to the Service Point team in ways which are consistent with the values, credo and aspirations of McGill's division of Student Life and Learning.

Qualifications/Expertise Required

- Bachelor's degree.
- Minimum of five to eight years of directly related experience, including demonstrated leadership excellence at an educational institution, in government or in a business environment.
- Demonstrated success at delivering excellent services to students or similar client groups. Experience in advising and knowledge of Student Development theory.
- Comprehensive knowledge of the University's policies, procedures, educational programs and services.
- Knowledge of emerging trends in Strategic Enrolment Management theory and practices.
- Embraces change and has demonstrated successful experience leading change in a complex, people-oriented environment.
- A positive, collaborative and supportive leader, able to organize, motivate, mentor colleagues to create a positive learning environment.
- A clear and compelling communicator with proven negotiation skills.
- Excellent, demonstrated presentation skills.
- Demonstrated experience with: creative thinking; accounting for "big picture" implications; responding in a timely fashion; resolving issues proactively; negotiating and facilitating effectively; decisive decision making with integrated solutions.
- Ability to strategically and operationally position services and resources for optimum utilization and efficiency.
- Experience in project management and process improvement.
- Comprehensive knowledge of the Provincial and Federal legislation and guidelines as related to educational programs and services.
- Strong knowledge of Provincial & Federal legislation with respect to student fee structures and immigration.
- Cross-cultural communications skills and experience working with diverse communities.
- Knowledge and understanding required of the Student Information System (Banner) and Microsoft Office.

Language

Bilingual: Fluent English and French both written and spoken. Knowledge of additional languages is an asset.

* Partner Units: Graduate & Postdoctoral Studies; Student Accounts; Scholarships & Student Aid; Arts & Science Student Affairs; Enrolment Services, Information Technology Services.