

Job Profile

Job Title: Manager, Service and Operations
Date: March 2009
Faculty/Admin Area: Enrolment Services
Department/Unit: Service Point
Job Family (if known): SAF2
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 Associate Director, the Manager is accountable for overseeing the delivery of outstanding services to students. The Manager is responsible for ongoing assessment and evaluation of service levels, student needs, and staff needs. The incumbent is primarily responsible for assigning and reviewing the work of the Service Point staff. He/she is responsible for reviewing and assessing work processes, making recommendations to improve service levels and process efficiencies, and implementing appropriate changes. The Manager is the SME (Subject Matter Expert) for all services provided by the Service Point, and is responsible for the day-to-day operation of the centre.

Accountabilities

- Assigns and evaluates the delivery of services provided to graduate, undergraduate, professional and other categories of students at the Service Point. Ensures the delivery of outstanding, timely service and advice in support of the student's academic career. Service expertise includes but is not limited to: admissions; registration; Arts and Science first line advising; student accounts; and information and service for certain areas related to financial aid and scholarships.
- Establishes work priorities, monitors the volume and quality of work of the unit, ensures staff levels and assignments are adjusted appropriately, and evaluates performance of service staff.
- In collaboration with the Manager, Service Improvement, is accountable to ensure all training documentation - including relevant policies, procedures and reference materials - are up to date and communicated to staff. Fosters a learning culture by identifying appropriate professional development opportunities for the team.
- Coaches Service Point staff in effective decision-making and policy interpretation.
- Ensures that Service Point staff are informed of and provided with up-to-date information on all policies, procedures, and practices related to their work.
- Works collaboratively with other leaders within the Partner Units* to foster cross-training opportunities for staff and the sharing of information regarding relevant policies and procedures.
- Provides a positive leadership model to staff; is a willing mentor and shares knowledge and expertise freely, and promotes a safe and productive working environment.
- Collaborates with Manager, Communications (Service Point), concerning outreach activities with the McGill community to expand the knowledge of services available.
- 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 is required, plus three to five years of directly related experience in a University environment preferred.

- Demonstrated strong leadership skills and management experience.
- Comprehensive knowledge of the University's policies, procedures, educational programs and services.
- 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.
- Knowledge and understanding required of the Student Information System (Banner) and Microsoft Office.
- Strong presentation skills.
- Embraces change and has demonstrated successful experience supporting and leading change in a complex, people-oriented environment.
- Cross-cultural communications skills and experience working with diverse communities.

Language

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

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