Job Description

Job Title:	Director, Mathematics Undergraduate Office
Department:	Mathematics Undergraduate Office
Reports To:	Associate Dean, Undergraduate Studies
Jobs Reporting:	Manager, Academic Advising; Student Services Manager; Associate Director, MUO; Undergraduate Student Relations Officer
Salary Grade:	USG 13
Effective Date:	September 2023

Primary Purpose

Under the general guidance and direction of the Associate Dean, Undergraduate Studies (ADUG), the Director is responsible for the strategic direction and implementation of business operations and initiatives both within the unit, and throughout the Faculty at large. This position will be responsible for the implementation of academic support services throughout the Faculty of Mathematics. Additionally, the Director will lead academic advisement activities for Math learners, both on-campus and online, and will be responsible for providing consultation and support for areas of policy and practice throughout the Faculty of Mathematics regarding undergraduate curricular change and student engagement. The Director advises on best practices, risk mitigation and providing direction to support student cases, including complex cases. Advises with the mindset of developing coordinated and consistent approaches to future cases.

The Director plays a critical role in strategic planning relating to student experience and is responsible for translating strategies into actions to drive results. The incumbent regularly acts on behalf of ADUG as appropriate.

Key Accountabilities

Integrated Planning leadership, including but not limited to:

- Providing the Associate Dean with confidential and strategic advice, information, and data to support decision making
- Ability to strategically prioritize and act as representative of ADUG on a number of legally sensitive and confidential matters.
- Frequently deals with difficult issues from ADUG portfolio that require timely attention.
- Development of insights that can be used to facilitate leadership decisions by the Associate Dean, Undergraduate Studies.
- Researches, develops and recommends options including the development of new policies, procedures and guidelines to address emerging areas of concern.
- Interprets complex academic records and the application of University and Faculty policies while representing an institutional perspective built on the knowledge of Faculties' similarities and differences.
- Works closely with Faculty Lead Advisor to develop strategic direction for all Math advisors and identifies or enhances opportunities for student engagement.
- Provide support for long-range strategies by generating enrollment forecasts and scenario development.
- Provide planning support and resources for undergraduate activities in departments/School as required.
- Monitor and report regularly on strategic and operational plans.
- Develop integrated operating plans including space, human resources, and information technology infrastructure.
- Provide interpretation and application of University and unit policies, guidelines and practices Develop communications strategy for internal and external audiences; implement

and monitor operational communication plans.
- Creating implementation plans in response to feedback from program reviews and business audits

Student Advising Leadership

- Leads, the team of advisors in direction and advice to students in academic matters including but not limited to:
  - Transfers and exchange programs
  - Academic integrity
  - Undergraduate Calendar
- Provides leadership to advisors throughout the Faculty to ensure a consistent level of service delivery.
- Develop, monitor, and report on student service delivery standards throughout the Faculty.
- Member of Standings and Promotions Committee.
- Assists Associate Dean, Undergraduate with critical student cases.
- Supports Assistant Dean, Students and routinely collaborates with Faculty Lead Advisor.
- Oversees student support services including, but not limited to:
  - Scheduling and enrollment
  - Triage services
  - Tutorial Centre
  - Crisis management and counselling
  - International students
  - Orientation and student engagement services
  - Referral to other support services

Human Resources Oversight

- Responsible for the management of staff which involves supervision, recruitment, training and development, performance management and evaluation, promotion, professional development, retention, and the application of discipline/termination, as required.
- Maintaining personnel files, work schedules and vacation records for staff in accordance with University policies.
- Ensuring processes are in place for recruitment, evaluation and pay of temporary employees, co-op students, and graduate teaching assistants.
- Coordination and scheduling of work responsibilities for staff, including approval of staff vacation.
- Coaching and mentoring other managers.

Financial Oversight and Business Planning

- Plan and coordinate the development of the operating budget, including teaching, ensuring that funds are aligned with strategic priorities.
- Ensure that all accounts are soundly managed including monthly reconciliation of accounts.
- Design and implement internal processes and documentation to ensure compliance with University policies.
- Monitor overall performance and seeks and implements operational efficiencies and improvements that enhance overall service delivery.
- Approve all expenses for math undergraduate office, faculty professional development support for teaching and online teaching.
- Monitor and report on strategic and operational plans.
- Lead and/or participate in various initiatives and projects, in accordance with goals, objectives and business plans.
- Coordinate plans with the need for resources, including space, finances, human resources, and information technology.
- Support the planning and execution of various special events.
- Manage the data-collection and document-creation processes for accreditation, program reviews, and similar activities throughout the Faculty.

Job Description

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's degree required. Masters degree preferred. Academic credentials in business, human resources management, or finance would be considered an asset.

Experience

- 5-7 years of administrative experience including process oversight, budgeting, and planning.
- 3-5 years of senior human resources management experience required including recruitment, organization, leadership, and development of staff at various levels, including professional staff.
- Significant experience providing academic guidance and counseling in a university environment.
- Proven experience integrating various elements – such as space, people, and finances – into a cohesive plan.
- Experience developing communication strategy for external audiences.
- Experience managing and reporting on major projects.
- Experience leading a customer service-oriented team.
- Experience leading a team through change processes.

Knowledge/Skills/Abilities

- Demonstrated ability to manage highly confidential and sensitive student and personnel information with utmost discretion.
- Demonstrated comprehensive understanding of academic programs in mathematics, procedures, and policies at the undergraduate level.
- Highly developed strategic and analytical skills; ability to analyze complex information, draw correct conclusions, and articulate clear and focused next steps.
- Client Service
  - Ability to lead team-based efforts to enhance service delivery.
  - Ability to develop and communicate service standards and track client satisfaction.
  - Ability to exercise training and judgment in situations of customer distress.

- Leadership Teamwork and Relationship Building
  - Demonstrated ability to provide motivational support to others.
  - Ability to create opportunities for people to learn and work together as a team.
  - Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.
  - Demonstrated ability to communicate clearly, work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders, both within the Faculty and across the institution.
  - Outstanding skills in building relationships and maintaining open lines of communication to foster and maintain trust in individual and team settings.
  - Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts.
  - Ability to lead others without the benefit of a formal reporting relationship.
- Communication
  - Proven business-appropriate oral and written communications skills
  - Use multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail).
  - Maintains confidentiality and demonstrates a sensitivity to diversity.
  - Exceptional research, writing, communication and presentation skills.
- Managing Change
  - Demonstrated ability to lead a team through new administrative processes
  - Demonstrated ability to use technological solutions to improve processes and communication.
- Problem Solving
  - Exceptional problem-solver, with skills in perceiving and synthesizing multiple data. points and perspectives and working with partners to manage complex problems and equitable solutions.
  - Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge.
  - Well-developed numeracy, analytic and research skills.
  - Proven ability to identify problems and to deal with difficult situations by probing for information, analyzing complex situations and providing solutions.
  - Proven ability to respond quickly and decisively in a crisis situation in a calm and reasonable manner.
- Planning and Organization
  - Ability to take ownership for projects for duration of several months; use good independent judgment when priorities are challenged.
  - Ability to make reasonable estimates of resource needs to complete projects.
  - Use sound methods to plan, track and report work.
  - Lead team to establishes group planning objectives.
- Technical
  - Advanced Microsoft Word and Excel.
  - Ability to create projections and scenarios using software tools.
  - Ability to direct communication efforts with web and social media.
  - Ability to run and interpret financial reports.
  - A demonstrated ability to understand and apply policy related to academic appointments.
  - Demonstrated comprehensive understanding of academic programs, procedures, and policies at the undergraduate level.
  - Demonstrated skill and interest in providing academic advice; effective advising skills.

Nature and Scope

- **Contacts:** Internal Contacts: Works with the following individuals/departments to discuss information and problems, and to collaborate and ultimately reach agreement: Associate and Assistant Deans; Senior staff managers within the Faculty; Department Chairs and Associate Chairs; Counselling Services; Registrar's Office; Finance. External Contacts: Prospective students and their families; community support services; Special Constable Services.
- **Level of Responsibility:** The incumbent must act with sensitivity and discretion in interacting with students, parents/guardians and faculty members with regards to petitions, probation, academic

misconduct and other academic matters.

- **Decision-Making Authority:** Makes independent decisions on the deployment of administrative resources in the Department, including financial and human resources and space and equipment. Provides AD with decision support on the allocation of financial and human resources and space and equipment to support the mission of the unit.
- **Physical and Sensory Demands**: Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Travel: None Working Hours: Regular working hours, some evening/weekend work required. Physical and Psychological: Minimal exposure to disagreeable conditions typical of a supervisory position. Exposure to disagreeable and stressful conditions of distraught students.