

Associate Director Academic Program Services

Faculty / Division: Rotman School of Management, University of Toronto

Description:

The Rotman Commerce Program is offered jointly by the internationally renowned Rotman School of Management and the Faculty of Arts & Science, home of Canada's top economics department. Rotman Commerce selects from the best and brightest students - nationally and internationally - and provides them with an excellent education that prepares them for a wide variety of career paths in business and for advanced study in a number of professional degree programs. It is a highly respected, highly competitive program within the business, financial and academic communities.

The Rotman Commerce Academic Services department is charged with supporting the academic program needs of over 2,000 students enrolled annually, as well as the 80+ teaching staff who deliver approximately 250 courses each year. Teaching staff include appointed faculty from the Rotman School of Management, as well as part-time instructors who bring specialized knowledge, experience and skills from industry.

Working as an integral part of Rotman Commerce's management team, the Associate Director - Academic Program Services is responsible for providing leadership and implementing services plans for students and teaching staff. The incumbent is expected to be a leader in the enhancement and development of academic policies and procedures; student record systems; course registration and reporting systems; classroom management and instructor support; and enrolment and academic scheduling. S/he must ensure that policies and procedures are compliant not only with the University and the Faculty of Arts & Science but that they are leading edge in terms of delivery and efficiency.

The Associate Director has a deep understanding of the challenges in delivering on the principles of professional student support and the complexities and trade-offs associated with meeting the needs of students and faculty at Rotman Commerce, the Rotman School of Management and the Faculty of Arts & Science. S/he has a thorough understanding of both the academic components of the Rotman Commerce program as well as the skills required through co-curricular programming that will ready Rotman Commerce graduates for successful post-graduate careers and/or study. The Associate Director works with, and through, multiple constituencies to maintain the program's reputation and leadership in the delivery of undergraduate business education. The incumbent requires exceptional negotiation, mediation and communication skills, coupled with an ability to build strong relationships with students, faculty, staff and external constituencies.

The incumbent will work closely with the Director - Academic Services in the development of departmental strategic plans, annual plans and the research and analysis on internal and external options for technical systems to support enrolment, course planning, registration, student advising, faculty support and co-curricular programming needs and opportunities. S/he represents Rotman Commerce on various internal and external committees as they pertain to curriculum; enrolment and registration; information systems and student services.

This role provides back-up to the Director - Academic Services and manages the Academic Services department in the absence of the Director. Reporting directly to the incumbent is the Assistant Director - Academic Services and two Program Advisors; additionally, during peak periods, one or more work study students.

Qualifications:

Education: An undergraduate university degree is required.

Experience:

A minimum of 5 years experience in an intermediate to senior administrative level related to student academic services, academic program management, and enrolment and registration, preferably at the University of Toronto. Must possess an understanding of the policies and processes related to student

registration; academic records and grade reporting; conferring of degrees; academic course scheduling and curriculum delivery. Understanding of the teaching support needs of faculty and the curricular/co-curricular programming needs of students. Proven facility in providing effective and responsive customer service in a fast-paced, dynamic and demanding environment. Demonstrated skills and experience managing and leading staff - preferably in a unionized environment.

Other:

Must possess excellent interpersonal, leadership and supervisory skills. Ability to work effectively with a wide variety of people at different levels at the University and with external stakeholders. Maturity, professionalism, tact, discretion and facilitation skills are essential. Outstanding oral and written communication as well as research and analytical skills are required. Ability to work independently, to set priorities and work schedules to meet deadlines; demonstrated decision-making skills in a fast-paced, dynamic environment.

Strong computer skills. High level of proficiency and understanding of student information systems, specifically relational database structure; ROSI; ability to write SQL queries and to assist in the development of applications. Advanced knowledge of MS Excel is a requirement for reporting and analysis. Knowledge of scheduling/classroom management software, student/instructor portals and website architecture preferred

Salary: \$68,012 - \$86,905

Closing Date: April 9, 2010

Please apply through the UofT Job Board site:

- 1) Go to <http://www.jobs.utoronto.ca/staff.htm>
- 2) Click the "External" link
- 3) Scroll down to **Associate Director – Academic Services (1000105)**
- 4) Click "Apply to Job"
- 5) Create a UofT Job Board account if necessary"