

M&P OCCUPATIONAL GUIDELINE

JOB FAMILY: STUDENT MANAGEMENT Level B, Pay Grade 8

LEVEL DEFINITION	This level covers positions responsible for providing a range of academic and personal advisory services for multiple programs, and/or developing and implementing individualized programs (such as career development and learning) or services.
TYPICAL RESPONSIBILITIES	May include: advising students regarding educational plans and admissibility based on academic and personal goals; identifying and recommending appropriate programs or support services; advising students across all areas of student finances including loans, appeals, reassessments, bursaries, grants and scholarships; developing financial strategies and ensuring the maximum use of financial support; managing admission and appeals processes; adjudicating student records and assessing academic progress to determine academic year standing and promotion, including eligibility for graduation; designing and delivering career programs, services, and resources; developing professional placements and experiential learning programs and liaising with employers and community partners; developing and implementing marketing and recruitment strategies; coaching student leaders in the design and delivery of peer programs and services; conducting research and analysis on the needs of students for services and programs, may lead projects or initiatives; developing and implementing residence life programs; managing, developing, and evaluating all aspects of residential life for one of the residence complexes.
DECISION MAKING /LEVEL OF ACCOUNTABILITY	<p>Problems are varied and are usually solved through identifying, interpreting and applying the appropriate university guidelines, policies, and procedures, and/or drawing on past experience.</p> <p>Resolves a wide range of somewhat complex issues, and escalates/refers the most complex issues to senior staff or resolves them in collaboration with others.</p> <p>Decision-making requires the incumbent to consider outcomes and consequences of action before the best solution can be determined.</p> <p>Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information</p>

	sources.
SUPERVISION RECEIVED	<p>Works autonomously under broad direction in assigned areas.</p> <p>Work is reviewed in terms of soundness of judgement and conformity with University policies and guidelines.</p>
SUPERVISION EXERCISED	<p>May manage students or staff.</p>
COMMUNICATION	<p>Asks probing questions and ensures understanding of policies and procedures.</p> <p>Communication often requires adjusting communication style to different audiences, tailoring comments and advice to individual circumstances, and exercising tact, empathy, inclusivity, and cultural sensitivity to ascertain and discuss issues and deal with difficult interactions.</p> <p>Seeks and shares relevant information, opinions, and judgments.</p> <p>Explains the context of interrelated situations and solicits multiple sources of advice prior to acting.</p>
KNOWLEDGE REQUIRED	<p>Knowledge is concentrated on multiple programs or services, typically in a large department, faculty, or central unit.</p> <p>Specialized knowledge of a specific discipline or subject matter as it relates to the areas of focus, and/or working knowledge of a number of related disciplines or subject matters in order to direct students to appropriate resources.</p>
MINIMUM QUALIFICATIONS	<p>Undergraduate degree in a relevant discipline. Minimum of three to four years of related experience, or an equivalent combination of education and experience.</p>

Updated: July 1, 2018