



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## STUDENT EXPERIENCE OPERATIONS MANAGER, BCOM ACADEM

<b>Job ID</b>	<b>61532-5362</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=61532-5362">https://careers.indigenous.link/viewjob?jobname=61532-5362</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2024-04-04	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

**JOB SUMMARY:** Reporting to the Manager, Undergraduate and Specialized Graduate Programs, and working closely with faculty and community partners, the Student Experience (SE) Operations Manager, Undergraduate Programs (BCom) oversees the day-to-day supervisory operations of the team while upholding AACSB accreditation requirements. This requires annual reporting and tracking of key metrics/performance indicators, including the fulfilment of assurance of learning outcomes (requirement of AACSB accreditation). This reporting will be provided to the Manager, Undergraduate and Specialized Graduate Programs who is ultimately responsible for the unit's strategy. The SE Operations Manager, BCom ensures that the objectives of the BCom Academic team are achieved with respect to operational program delivery, its service delivery model, talent management and student communications strategies.

**PURPOSE AND KEY FUNCTIONS:** The SE Operations Manager, BCom is responsible for providing effective management of program functions including program administration, logistics, student support, student information management, student communications and general administration. These duties are fulfilled in compliance with university policy and employment agreements and ultimately provide for high levels of team cohesion, effectiveness and efficiency within a collegial and collaborative environment. Program Management for BCom Academic Activities Oversee the delivery of academic student services for BCom programs.

- Ensures that concerns of students are addressed expeditiously and that petitions for special consideration and applications for reinstatement are reviewed carefully. Within the parameters of University policy and in the context of fairness to other students, grants relief where possible and suggests alternative when the relief requested cannot be granted. Communicates negative decisions to students. Implement the policy decisions taken by the Faculty and University with respect to undergraduate students. Accountable for tracking performance metrics of academic advising service levels. Responsible for establishing, maintaining and ensuring adherence to standard operating procedures, best practices and processes in a way that is compliant with McMaster policy or regulation. Act as back-up support to the Manager, BCom Programs for meetings with Associate Dean (Academic) on changes to the undergraduate curriculum or University Committees involving undergraduate matters (ie. Undergraduate Council, Enrolment Management Team)

Financial and Human Resources Assess and recommend plans for the effective and efficient

delivery of academic support services, including exchange program activities. Provide effective coaching and direction to their direct reporting staff including the development of goals and objectives and provides appropriate feedback on performance. Act as the first point of contact for all staff and labour related issues related to the areas of accountability. In partnership with the Manager, Undergraduate and Specialized Graduate Programs is responsible for the recruitment, selection, hiring and training of new staff and makes recommendations to the Manager regarding any staffing levels changes to support new/incremental programs. Ensure that procedures enhance accountability, productivity and ensure the flawless execution of all program management services. Perform analysis of results against targets and address gaps with team members to enhance performance. Collect, analyze, assess and summarize information from a variety of sources. Approve recommendations within a defined scope of authority or presents recommendations to senior management for approval.

**Academic Advising** Determine, develop and implement continuous improvement programs that ensure superior service levels for all DeGroote students in the area of academic advising. Overall accountability for ensuring that all student academic matters are discharged in a manner consistent with all DeGroote and McMaster policies. Ensure that each student satisfies all program requirements prior to graduation so that accreditation requirements are met. Ensure the accurate and sensitive advising of Business undergraduate students on program selection, course selection and graduation requirements. Resolves problems related to these matters on referral from faculty or staff. Interpret and clarify University documents relating to undergraduate education (e.g., Student Appeals Procedures, Senate Resolutions on Academic Dishonesty, Senate Resolutions on Course Outlines, Procedures for Petitions for Relief of Missed Term Work and for Deferred Examinations) to students, faculty and staff. Assess student priority for limited registration in courses and provide suitable alternatives if degree requirements cannot be met because of lack of availability

**International Exchange** Ensure that DeGroote's international exchange programs provide for ample opportunity and a positive experience for DeGroote students.

**Reporting and Data Management** Provide data and reporting in a timely manner for AACSB, IQAP, IRA. Oversee written communication on undergraduate matters to ensure appropriateness, quality and accuracy. With final approval from the Manager, forecast and facilitate the scheduling of courses each term, in collaboration with Area Chairs.

**SUPERVISION:** This role will manage seven full-time continuing direct reports: 5 Academic Advisors 1 Academic Support Specialist 1 Administrative Assistant plus work study students and project-based contractors/vendors.

**ASSETS:** The incumbent will be a dynamic self-starter, who can work independently as well as provide leadership within the team. Must be goal and results driven to ensure projects are completed on time and on budget. Proven ability to manage high stress and high-pressure situations with a high degree of maturity and professionalism is critical. Experience with supervising and leading a team required. Previous experience in managing projects, designing and facilitating sales and marketing presentations and coaching/facilitation are all vital to the success of this position. Demonstrated ability to identify evaluation metrics, analyze data, shape recommendations, and implement data-driven decisions, to improve processes and/or launch new initiatives. Excellent communication skills, including public speaking, persuasive presentation and facilitation skills.

- Change management skills and experience are highly valued.

- Experience developing training materials and workshops for students and staff
- Ability to research and be responsive to changes in an evolving domestic and international education market and student services.
- Computer literacy, with a particular emphasis on Microsoft Office (Excel, PowerPoint, and Access) and Mosaic (including running queries) is critical.
- Ability to develop and maintain relationships with central university departments is critical Regular activities outside of normal business hours are expected (evenings and weekends).

For more information, visit McMaster University for STUDENT EXPERIENCE OPERATIONS  
MANAGER, BCOM ACADEM