

Manager, Student Financial Support Operations

This position is a part of the Association of the Academic Staff of the University of Alberta (AASUA). In accordance with the [Administrative and Professional Officer Agreement](#), this full-time continuing position offers a comprehensive benefits package found on our [Benefits Overview page](#) and annual salary range of \$70,667 - \$117,771.

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Location

Work primarily takes place at North Campus Edmonton.

Working for the University of Alberta

The University of Alberta acknowledges that we are located on Treaty 6 territory, and respects the histories, languages and cultures of First Nations, Métis, Inuit and all First Peoples of Canada, whose presence continues to enrich our vibrant community.

The University of Alberta is teeming with change makers, community builders, and world shapers who lead with purpose each and every day. We are home to more than 40,000 students in 200+ undergraduate and 500+ graduate programs, over 13,000 faculty and staff, 260,000 alumni worldwide and have been recognized as one of Canada's Greenest Employers for over a decade.

Your work will have a meaningful influence on a fascinating cross section of people—from our students and stakeholders, to our renowned researchers and innovators who are quite literally curing diseases, making discoveries and generating solutions that make the world healthier, safer, stronger, and more just.

Working for the Department/Faculty

As a critical support for the student experience the Student Financial Support (SFS) unit within the Office of the Registrar oversees and facilitates financial aid programs for international and domestic students across our campuses with a deep commitment to equity, diversity, inclusion and indigenization.

SFS coordinates scholarships, awards, and bursaries for all undergraduate students, implements related policies, and is accountable for the evaluation, continuous improvement and reporting on our financial support approaches and outcomes. SFS also advises on government student loans (both within Canada and the United States) and coordinates essential financial literacy initiatives on campus.

Position

As a solutions oriented, innovative, and service focused leader, the Manager works collaboratively with leadership in the Office of the Registrar, Colleges, Faculties, Centres of Expertise and external partners to provide advice, guidance and leadership in service excellence and innovation as it relates to student financial support.

Duties

- Lead the operational management of all work within the Student Financial Support team
- Manage the processing of entrance, undergraduate and transfer awards and all University bursaries
- Ensure that the team is providing a seamless customer experience for students
- Provide vision and leadership to the team
- Create effective processes within the unit by maximizing automation and technology to our advantage

Minimum Qualifications

- Minimum Bachelors degree; additional financial/business background preferred
- Progressively responsible experience in leadership/management positions
- Strong commitment to service excellence
- Experience managing, assigning and tracking a high volume of work to a team of dedicated professionals
- Demonstrated experience leading and implementing change including developing new strategies, policies and procedures
- High level of critical thinking and excellent analytical problem solving skills
- Ability to operate within a complex and highly decentralized work environment
- Ability to act decisively and to exercise initiative and judgement on a wide range of issues
- Ability to work in conjunction with and take direction from senior administration
- Ability to establish and maintain effective working relationships with a diverse population
- Superior oral and written presentation, interpersonal, negotiation, and mediation skills
- Proven ability to model professional, ethical and collaborative behaviours
- Extensive knowledge of the University of Alberta's policies, procedures and operating requirements
- Excellent computer skills including experience with PeopleSoft and Microsoft Office

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