



CONESTOGA

Connect Life and Learning

Conestoga College Institute of Technology and Advanced Learning
299 Doon Valley Drive, Kitchener, ON N2G 4M4 Canada, 519.748.5220, www.conestogac.on.ca

Job Title: **Manager, Academic Scheduling**
Competition #: **21-161**
Dept. / Campus: Registrar's Office/Doon
Salary Range: Payband 10; Range \$75,993.00 - \$94,991.00
37.5 hours/week
Posting Date: April 5, 2021
Closing Date: April 25th, 2021
Vacancy Type: Administrative Full-time Replacement Position

As the COVID-19 pandemic evolves around the world and in our local community, Conestoga College continues to adjust plans based on the guidance provided by our local Public Health authority. Considering these unprecedented circumstances, final hiring decisions remain contingent upon confirmed enrolment numbers and the evolving work environment. Conestoga College will take appropriate measures to protect the safety and well-being of our College community and prospective candidates throughout the recruitment and selection process, including the scheduling of remote interviews.

Conestoga College is currently seeking a Manager in our Academic Scheduling area of the Registrars Office. The successful incumbent will be responsible for operationalizing college wide scheduling standards and cycle through each term, ensuring successful operation and execution of all scheduling matters related to delivering student and faculty timetables. The Manager will demonstrate leadership and systems expertise while effectively managing day-to-day operations.

RESPONSIBILITIES:

Operations Management:

- In collaboration with the Associate Registrar, Scheduling & Space Planning, ensures the effective operation of the unit by the planning and utilization of resources in accordance with College practices, to achieve maximum efficiencies
- Provides leadership and direction to the scheduling support staff that results in motivated, customer-oriented, enthusiastic staff focused on optimizing scheduling processes while providing superior service.
- Facilitates the development and implementation of effective semesterly communications for stakeholders as it relates to key scheduling deadlines each semester.
- Communicates with stakeholders on issues related to the operationalization of the college scheduling process. In particular, the incumbent will be the lead in problem solving operational scheduling issues. As such, the incumbent will communicate and consult with



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stakeholders that range from Scheduling staff to Chairs and Facilities Management staff to develop effective solutions.

- In conjunction with the Associate Registrar, Scheduling & Space Planning, assists with scheduling simulations to project space viability and/or recommendations related to space efficiencies.

Human Resources Management

- Provides leadership and direction to the scheduling team that results in motivated, customer-oriented, enthusiastic staff focused on optimizing enrolment and providing superior customer service
- Promotes a high level of performance through effective recruiting, selecting, developing, motivating, evaluating and training of staff for which incumbent is responsible.
- Manages the activities of staff in their daily assignments, creating an effective working environment for the staff and effective service delivery for clients.

Systems/Project Management

- Provides input in the development of business rules, processes, documentation and training of staff in response to system changes/enhancements which support efficiencies and technological development in the production of faculty/student timetables and the Standard Workload Form (SWF).
- Provides leadership on projects and initiatives identified by the supervisor including the departmental processes, development of service standards and evaluation of service levels.
- Implements system enhancements that improve scheduling services, services to the College community and to the overall efficiency of the Scheduling unit.

QUALIFICATIONS:

- Three-year diploma/degree in a relevant field such as Education, Business, Project Management
- Five years of progressive management experience, preferably in an academic environment
- Strong consultative skills, including superior interpersonal skills and sensitivity to the challenges of working with various stakeholders in an academic setting including a unionized environment
- A strong customer focus
- Proficient systems user with technical aptitude
- Ability to deal with change through a proactive approach
- Excellent presentation skills with the ability to present to all levels within an academic environment
- Excellent interpersonal and communication skills



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- Well-developed analytical, creative problem solving and planning skills
- Ability to work independently and collaboratively with a variety of diverse professionals
- Excellent organizational and time management skills
- Project management experience
- Demonstrated ability to resolve conflicts