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[Home](#) > [Apps](#) > [Careers](#) > [Administrative / Managerial / Professional](#)
> Director, Student Service Centre

Director, Student Service Centre

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Competition 2172

Department

Office of the Registrar - Student Service Centre

Posted date

April 2, 2025

Closing date

April 23, 2025

Position Type

Full Time - Operating Funded

Description

This position is excluded from the bargaining unit.

In accordance with the [Handbook of Employment for Management and Professional Staff \(Excluded\)](#), this position has a comprehensive [benefits package](#) and an annual salary which will be commensurate with qualifications.

Location - This role is hybrid with a mix of remote and in-person. Work primarily takes place at North Campus, Edmonton.

Working at 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 a community of knowledge seekers, change makers and world shapers who lead with purpose each and every day. We are home to over 14,000 faculty and staff, more than 40,000 students and a growing community of 300,000 alumni worldwide.

Your work will have a meaningful influence on a fascinating cross-section of people — from our students and community members, to our renowned researchers and innovators, making discoveries and generating solutions that make the world healthier, safer, stronger and more just. [Learn more.](#)

Working for the Student Service Centre

The Student Service Centre supports prospective students and current undergraduate, graduate and continuing education students at the University of Alberta. For more information visit www.ualberta.ca/services/student-service-centre.

Position

Reporting to the Deputy Registrar, the Director of the Student Service Centre oversees the centralized, single point of contact for the advising of students (in-person, telephone, and electronic) and the referral to other student services. The University of Alberta is a multi-campus university, including a francophone campus. The Director works collaboratively with College and Faculty colleagues to maximize student support, engagement and the quality of the student experience. The Student Service Centre will promote equity, inclusiveness and accessibility in all of its operations that respect the diversity of the student population. The position leads initiatives and projects aimed at continuously improving the student experience. Overall, the incumbent is responsible for the success of the Centre by generating excitement, engagement, support and momentum for the delivery of exceptional, coordinated and integrated student services.

In all facets of this role, this position endeavours to integrate and advance the University's commitments to equity, diversity and inclusivity.

This position understands, fulfills, and promotes the health, safety and environment responsibilities identified in university policy.

Duties

Leader (Operations/Program Service)

- Works with staff to define operational plans in alignment with the strategic direction. Implements action plans based on these objectives by assigning the right resources to achieve concrete results and respond to organizational priorities.
- Establishes clear performance expectations for the area; measures performance regularly and recognizes achievement. Holds self and area accountable for meeting performance objectives. Intervenes when area performance is waning. Motivates and/or removes barriers to achievement.
- Applies broad University policies, precedents and procedures to making decisions within areas of accountability which may require interpretation and the balancing between competing priorities. Collaborates with other Registrars, Student Services, Faculty and IT staff to properly select and operationalize hardware, software, and other technology. Maintains student information systems modules and online services (e.g., VERA, OTRS, etc.) Escalates decision-making when impacts are beyond the area of accountability or when decisions are precedent-setting.
- Designs and implements solutions to operational challenges. Makes continuous improvements to services, programs or operations to increase performance and deliver results.
- Ensures the scope and cost of initiatives are planned, monitored and controlled. Demonstrates responsible use of scarce resources (physical, human and financial). Identifies, lobbies and secures resources as required; reallocates resources as necessary.
- Encourages feedback on centralized Student Services from across the University.

Strategic Influencer

- Contributes expertise and insight to the development of the University, portfolio and area strategies.
- Champions the development of proactive strategies or initiatives. Educates the university on emerging trends in the area of expertise; anticipates impacts of these trends on future service delivery and addresses any workforce planning requirements.
- Provides expert knowledge and advice in relation to University governance, policy and procedure including the University Calendar. Advises senior management (both within the Office of the Registrar

and senior University leadership) on matters of student services and policy implementation.

- Works collaboratively with colleagues in Colleges, Faculties and the Dean of Students to identify joint objectives and initiatives.

Talent Manager

- Identifies, acquires, manages and supports collective and individual talent.
- Works towards establishing a diverse workforce reflective of the broader community.
- Develops the talents of staff; builds capacity and capability. Identifies future competencies and expertise required by the area and develops/ acquires talent accordingly. Champions and models the importance of personal and/or professional development.
- Sets and communicates clear performance expectations for staff. Gives honest feedback to staff, consistently recognizes performance but also effectively identifies and coaches performance issues, in accordance with relevant Collective Agreement(s), applicable legislation, University policies and procedures, and HR best practice standards.
- Creates an environment where ideas and achievements are recognized, rewarded and celebrated.

Innovator

- Creates an environment that encourages innovation and enables change.
- Proactively identifies the need for change within Student Services. Searches beyond own area and the university for new methods, trends and innovative approaches. Challenges the status quo. Develops, tests, and delivers new methods or approaches.
- Creates a safe environment that supports taking responsible risks and learning from setbacks and mistakes.
- Champions change and innovation; Anticipates barriers to the flow of new ideas; proactively addresses issues and resistance.
- Collaborates with staff to develop change strategies. Engages and supports staff in adapting to change.
- Demonstrates resilience and positivity in an environment which may present resistance to innovation and change.

Issue Resolver

- Analyses complex situations to find solutions. Gathers, interprets, synthesizes and evaluates information from a wide range of sources and perspectives. Reasons critically and thinks conceptually based on a thorough understanding of the context.
- Champions innovative and novel solutions to support client needs. Creates practical and pragmatic solutions that are reasonable to implement. Engages others, including functional experts, in collaborative problem-solving when necessary.

Communicator

- Demonstrates persuasive, engaging, clear and credible communication to gain support and commitment in varied situations from a wide variety of audiences.
- Demonstrates flexibility in approach and language use when delivering to varied audiences (e.g. use of examples, analogies, storytelling).
- Skillfully handles complex, on-the-spot questions from audiences. Addresses any conflict with well-considered responses.
- Communicates strategically, considering optimal timing, style, channel, medium and form of communication.
- Ensures communication plans are developed for area initiatives and implemented so stakeholders are informed in a timely, consistent and accurate manner.
- Reinforces a positive work environment through promoting transparency and open dialogue. Actively listens to understand the issues and perspectives of others and provides an opportunity to respond.

Relationship Manager

- Identifies key influencers and creates internal networks. Uses networks to shape objectives and build support for ideas, initiatives and directions.
- Fosters collaboration within the area and across the university. Shares information when appropriate. Identifies opportunities and develops strategies for collaboration. Encourages staff to participate in collaborative initiatives.
- Develops positive client relationships. Addresses issues or conflicts immediately and supports beneficial resolution.
- Creates support through influence and negotiation. Is often required to influence others over whom they have no formal authority.

- Displays a willingness to learn from others, including direct reports and peers. Develops communities of practice internally and externally to the University.

Qualifications

Education & Experience

- A bachelor's degree, with graduate credentials being preferred.
- Significant experience with increasing progressive responsibilities within a large, complex, multi-faceted, and unionized environment.
- Demonstrated experience managing budgets, making complex decisions that impact multiple areas, and the ability to meet deadlines within a fast-paced environment.
- Extensive experience leading a diverse team in providing service delivery excellence to customers and/or students.
- Outstanding track record of success driving process improvement and leveraging technology to ensure the end user has the necessary information to be successful.
- Experience leading teams across multiple platforms (call-centre, in person, and digital) to address customer/student questions and how these platforms work together to enhance the customer experience.

Knowledge, Skills & Attributes

- **Leadership Skills** – A skilled leader who fosters agreement among team members and possesses visionary thinking. Can handle challenging situations with ease and develop inventive solutions.
- **Collaborative Approach** – Uses a collaborative approach to identify and address issues and needs ensuring appropriate consultation with all stakeholders.
- **Personal Management Skills** – Demonstrates self-confidence, interpersonal versatility, self-motivation, self-discipline, a strong work ethic, a high degree of initiative, innovation, perseverance, integrity and political acumen. Excellent organization skills and the ability to effectively manage multiple and, at times, conflicting priorities.
- **Achievement Orientation** – Continuously seeks to stay current and be at the leading edge in their field. Driven toward achieving results, understands organizational challenges and has a progressive vision. Committed to and encourages others' excellence, innovation and continuous improvement.

- **Resourceful** – Seeks out possibilities and potential opportunities; develops new ideas and moves them forward. Embraces the team culture. Utilizes available resources effectively to achieve goals and objectives. Takes advantage of opportunities while recognizing the necessity of working within available resources.
- **Interpersonal Savvy** — Possesses well-developed interpersonal skills. Relates openly and comfortably with diverse groups of people. Treats staff, faculty, colleagues, students, and others with respect; resolves conflicts respectfully and in a timely manner; negotiates effectively and provides effective feedback to colleagues/employees.
- **Communication Skills** — Possesses excellent verbal and written communication skills, as well as active listening skills. Has a professional approach and demeanour. Demonstrates the ability to deal effectively with conflict in a diplomatic and professional manner. A strategic communicator who can modify the approach depending on the audience.
- **Impact and Influence** – Ability to establish credibility, respect and build strong working relationships with employees and external stakeholders. Works in a collaborative and solutions-focused manner to achieve outcomes that align best with the needs of the organization and that demonstrate outstanding customer service.

At the University of Alberta, we are committed to creating an inclusive and accessible hiring process for all candidates. If you require accommodations to participate in the interview process, please let us know at the time of booking your interview and we will make every effort to accommodate your needs.

We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted.

The University of Alberta is committed to creating a university community where everyone feels valued, barriers to success are removed, and thriving connections are fostered. We welcome applications from all qualified persons. We encourage women, First Nations, Métis and Inuit persons, members of visible minority groups, persons with disabilities, persons of any sexual orientation or gender identity and expression, and all those who may contribute to the further diversification of ideas and the University to apply.

L'Université de l'Alberta s'engage à créer une communauté universitaire où chaque personne se sent valorisée, où les obstacles à la réussite sont

éliminés et où des connexions enrichissantes peuvent se développer. Nous accueillons les demandes de toutes les personnes qualifiées. Nous encourageons les femmes; Premières nations, Métis et Inuits; membres des groupes minoritaires visibles; personnes handicapées; personnes ayant une orientation sexuelle ou une identité et une expression sexospécifique; et tous ceux qui peuvent contribuer à la diversification des idées et à l'université à postuler.

Apply

Note: This opportunity will be available until midnight April 23, 2025, Edmonton, Alberta local time.

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