



The University of British Columbia

Staff Job Postings

THIS POSTING LISTS THE CURRENT UBC VACANCIES AS OF Date:14-MAR-2011

PLEASE POST ON A BULLETIN BOARD IN A CONSPICUOUS PLACE

THE UNIVERSITY OF BRITISH COLUMBIA

APPLICATION INSTRUCTIONS

All career opportunities can be accessed at: www.hr.ubc.ca/careers

INTERNAL APPLICANTS

Internal applicants will apply for positions using the myCareer feature in the self-service web portal, accessible by logging in with their Campus Wide Log-in (CWL) ID.

EXTERNAL APPLICANTS

External applicants will create their online profile by visiting www.hr.ubc.ca/careers. Once you have selected the position you would like to apply for, you can create your online profile and upload your resume.

For those wishing to apply using a paper format, please submit an application resume for each position for which you wish to be considered, by specifying the Position and Job ID, to:

THE UNIVERSITY OF BRITISH COLUMBIA

Human Resources

350-2075 Wesbrook Mall

Vancouver, BC

V6T 1Z1

The Job Posting does not imply that any applicant will necessarily be selected for the position, nor is the classification as listed a commitment by the University to appoint an applicant to the classification.

Applications for each of the following vacancies should be submitted by 11:59PM on the posting close date.

VIEW OUR CAREER OPPORTUNITIES WEEKLY

Sign up for Job Alerts within myCareer to receive email notifications when new opportunities are posted online.

VIEW YOUR APPLICATION STATUS

View the status of your application(s) by logging into myCareer. You can also choose to apply for multiple job postings at the same time.

Note: Unless otherwise indicated, positions are full-time Monday to Friday.

Research Grants, Capital Funds and Self-supporting positions can be continued only as long as funds are available.

UBC hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply.



Job Posting

Job ID: 9787
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Research/Technical - BCGEU
Classification Title: Technician V **Business Title:** Technician V
Department: UBCO - Facilities Management
Salary: \$45,864.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

Job Summary

Under the direction of the Assistant Facilities Manager, this individual will be responsible for the protection and preservation of life and property. This individual will be responsible to respond to emergency incidents, troubleshoot and repair UBC fire life and safety equipment and will perform other related duties as required.

Organizational Status

Reports to the Assistant Manager, Facilities. The incumbent will have contact with faculty, staff and students; outside UBC Okanagan campus contractors and suppliers.

Work Performed

Major Responsibilities:

1. Responsible for the operation of all related Fire and Life Safety equipment on campus by:
 - Complying with the Canadian Electrical code, BC building code, BC fire code and NFPA.
 - Testing, inspecting and maintaining chemical suppression, building sprinklers, emergency lighting, exit signs, and portable fire extinguishers.
 - Testing and maintaining all campus fire hydrants.
2. Protecting and preserving life and property by:
 - Responding to emergency incidents, troubleshooting and repairing all Fire safety equipment.
 - Testing, verifying, and maintaining accurate records in accordance with current CAN ULC, NFPA and Kelowna Fire department requirements.
 - This individual will play an intricate role working with HSE to develop and maintain Fire Safety Plans.
 - Planning and coordinating fire inspections and drills.
3. Performing other related duties as required.

Supervision Received



The University of British Columbia

Staff Job Postings

Under the general direction of the Assistant Manager, Facilities.

Supervision Given

No supervision required.

Consequence of Error/Judgement

Incorrect or inappropriate recommendations decisions actions have obvious consequences on campus community safety, property and the environment. This will have adverse consequences to students, staff and for public relations. It would also result in reduced service to the public, financial costs, and require intervention by supervisory staff to deal with the repercussions.

Qualifications

Completion of Grade 12 or equivalent. A minimum of one year Post Secondary education in a relevant field. The successful candidate will have past manufacturers Industry certifications. This individual will have 4 to 6 yrs related industry experience. Strong knowledge of BC Fire Code, BC building Code, CAN ULC Standards, NFPA, and Canadian electrical code. Will have a good back ground with installing, repairing and troubleshooting building Fire systems. Ability to perform strenuous physical work, including the ability to lift 50lbs. Must be able to work in confined areas, withstand heights and or long periods of bending, and working in extreme climate conditions. Will have the ability to work flexible hours and or shifts. Must be a team player and able to work cooperatively with employees, vendors and the public. Ability to recognize and report hazards, apply safe work methods while completing tasks in a timely manner and within budget.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9823
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116 (Cler/Sec/Bookstore)
Job Category: Secretarial - CUPE 116
Classification Title: Clerk Typist
Business Title: Clerk Typist 1, Receptionist
Department: Campus&CommunityPlanning
Salary: \$33,192.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-18
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-20
Available Openings: 1

Job Summary

Campus and Community Planning is responsible for a broad range of planning activities, including the academic core of the campus and the growing UTown UBC neighbourhoods. Planning activities include land use, sustainability, transportation and infrastructure planning, campus and urban design, heritage and public realm planning, community services planning, provision of general information, and other related activities. The Clerk Typist supports the Campus and Community Planning team as well as the Infrastructure Development Facilities Planning Team through routine clerical work consisting of varied tasks performed according to established practices and procedures.

Organizational Status

This position reports to the Associate Director, Communications and receives direction from the Administrative Assistant to the Associate VP Planning.

Work Performed

Performs reception duties by receiving and directing visitors, answering telephone calls, recording and distributing messages for staff, and providing routine information;

Receives inquiries and applications for Community Services Cards (CSC); following established procedures, issues and renews CS Cards or directs applicants to the appropriate office; maintains database; refers issues to supervisor;

Orders supplies for carding machine and photo copiers;

Types a variety of forms with select information from other prepared documents; copy types statements and correspondence;

Maintains routine office record systems, such as mailing lists, C+CP phone list, file cards, inventories;

Sorts, assembles, and files materials in accordance with established systems;

Opens, sorts, date stamps and routes mail; collects and processes outgoing mail; receives and sends courier packages; receives and sends faxes;



The University of British Columbia

Staff Job Postings

Administers meeting room calendars for C+CP Gardenia room, room 220 and room 221; general tidying of rooms after meetings if necessary;

Maintains reception record systems for fax, invoices, building master keys;

Answers Wayfinding phone and assists general public utilizing the UBC wayfinding web site;

Reports appliance or facility issues to the appropriate department according to established procedures;

Maintains and issues C&CP building security codes for "Campus Security."

Handles petty cash transactions for University Guides and campus maps sold at C&CP;

Provides other general clerical assistance to staff as required;

Performs other duties related to the qualifications and requirements of the job.

Supervision Received

Employees are given detailed oral or written instructions and work under direct supervision with established practices and procedures.

Supervision Given

None. May explain work tasks and sequences to others.

Consequence of Error/Judgement

Mistakes result in duplication of work efforts.

Qualifications

High School graduation and Business Training in Office Procedures and Practices. . 1 years relevant experience or the equivalent combination of education and experience. On-the-job training is provided. General knowledge of the University campus and the University's procedures, practices, and services preferred.

Effective oral and written communication, interpersonal and organizational skills in dealing with the public.

Ability to handle multiple demands.

Keyboarding ability at 40 wpm; ability to use word processing, spreadsheet, and scheduling applications at an intermediate level.

Ability to operate the normal range of office equipment and automated systems which may be required in the performance of duties, such as calculators, copying machines, data entry systems, and software packages.

Ability to follow and to carry out instructions.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members,



The University of British Columbia

Staff Job Postings

women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9835
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Assistant Cook-Food Serv. **Business Title:** Assistant Cook-Point Grill/LTK University Centre
Department: Food Services
Salary: \$ 16.09 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-03-23 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2011-03-20 **Available Openings:** 1

Job Summary

Cook and prepare meals in accordance with a menu plan.

Organizational Status

Reports to Supervisor or Manager.

Work Performed

Cooks and or prepares main courses, pastry items, bakeshop items, desserts, salads, sandwich plates and specialty items on a large scale and as per unit requirements.

Performs grill cooking and short order cooking; takes food orders from customers as required.

Recommends food inventory levels; assists in maintaining inventory.

Cleans kitchen and kitchen equipment.

Assesses and ensures quality of finished product prior to shipping out.

Performs the duties of other food service workers on a relief basis as operationally required.

Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Works under general supervision and independently as required.

Supervision Given

None.

Consequence of Error/Judgement



The University of British Columbia

Staff Job Postings

Makes minor decisions related to the readiness of foods being prepared; errors may negatively impact customer experience.

Qualifications

Grade 12 Education and Certificate in cooking from a recognized cooking institution and Food Safe Level 1 Certificate. . 1 years relevant experience. Must have restaurant and line cook experience.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9834
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Sr Food Services Asst-F/S **Business Title:** Senior Supervisor, White Spot
Department: Food Services
Salary: \$ 20.95 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-03-23 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2011-03-20 **Available Openings:** 1

Job Summary

Oversee the operation of a complex food services unit(s) supervising food service workers, participating in food service work, and handling related administrative duties.

Organizational Status

Reports to Manager of unit.

Work Performed

Supervises and coordinates the workload of food service workers, ensuring employees meet UBC Food Services' customer service and franchise standards as required.

Trains food service workers, following up to ensure an understanding of the material covered; and recommends training requirements to unit manager.

Administers and grades specialized training tests.

Reviews staff requirements and labour costs and compares to budget; assists and recommends scheduling options to manager.

Orders food and supplies required for day to day operations; recommends large scale purchases to appropriate management staff.

Monitors and reviews cost controls, such as, labour cost, food cost and waste, liquor cost, overhead expenses, with manager.

Handles customer comments and complaints and refers to unit manager as required; monitors customer satisfaction via surveys, comment cards, and any other types of feedback.

Relieves and assists food service workers as operationally required.

Ensures that quality of product being produced sold is up to department standards and that safety and cleanliness standards are adhered to at all times; takes action with production or makes recommendations as required.

Participates in related day to day office administrative duties, such as, answering telephones, record keeping, filing, data entry, performing basic calculations, typing correspondence, inventory, and month end procedures.

Reviews mystery shop reports with manager and formulates actions plans to address gaps.

Ensures that systems and procedures for daily sales, cash collections controls, banking and ledger reconciliation are being followed; processes payments and deposits.

Determines daily specials and ongoing menu changes based on inventory levels.

Rolls out menu launches as per White Spot Standards.

Ensures all kitchen equipment and point of sale systems are in working order; reports and follows up on maintenance as required.



The University of British Columbia

Staff Job Postings

Contacts employees for coverage of last-minute vacancies of shifts.

Serves on University and Food Services committees.

Carries out any other related duties as required in keeping with UBC Food Services and franchise qualifications and requirements of positions in this classification.

Supervision Received

Works independently under general supervision.

Supervision Given

Supervises food service workers involving training, coordinating and monitoring work.

Consequence of Error/Judgement

Makes decisions regarding the coordination and allocation of food service workers and acceptability of work performed; inappropriate decisions could result in poor quality of food and service with an impact on sales of an ancillary department.

Qualifications

High School graduation, Food Safe Level 1 Certificate. completion of Food Service Management course. Serving it Right Certificate required. Bar knowledge and related White Spot table service experience required. 5 years relevant experience or the equivalent combination of education and experience. Supervisory experience required; preferably in a private unionized restaurant environment. Demonstrated ability to work independently, multitask, meet deadlines, exercise initiative and work with a diverse work force. Computer experience required (Word, Excel, electronic mail preferred). Effective oral and written communication, organizational, supervisory, interpersonal, customer service, leadership, and training skills. Ability to work flexible hours. Must complete and pass specialized White Spot training program.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9804
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Clerk Driver 1 - Food Services **Business Title:** Clerk Driver 1 - Food Services
Department: Food Services
Salary: \$ 16.09 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-03-23 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2011-03-20 **Available Openings:** 1

Job Summary

Receive and dispatch food, china, supplies and departmental mail using a delivery truck and or electric vehicle.

Organizational Status

Reports to Supervisor or designate.

Work Performed

Picks-up and loads a delivery truck with food, china, supplies and departmental mail from a centralized food processing area and delivers to other units of Food Services and various individual areas throughout campus.
 Maintains records of food and equipment delivered to and picked up from various campus locations.
 Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.
 Employees may be expected to work on call.

Supervision Received

Works under general supervision and from oral and written instructions and according to established procedures.

Supervision Given

None.

Consequence of Error/Judgement

Decisions relate to sequence of duties; errors cause minor delays in service and may negatively impact the reputation of Wescadia Catering and UBC Food Services.

Qualifications



The University of British Columbia

Staff Job Postings

Food Safe Level 1 Certificate and Valid B.C. Driver's License. . 1 years relevant experience or the equivalent combination of education and experience. Customer service oriented, valid BC drivers license, safe driving record, experience driving large vehicles. Catering driving experience and knowledge of the food industry required. Take pride in working as a team, ability to lift minimum 30 KG and maneuver a heavy cart. Must be able to work flexible hours including evenings and weekends. Ability to work outdoors in a variety of weather conditions. Employees may be expected to work on call.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9792
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Research/Technical - CUPE 116
Classification Title: Research Asst/Tech 3 **Business Title:** Research Asst/Tech 3
Department: History
Salary: \$ 21.05 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-03-21
Job End Date: 2012-03-31
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-20 **Available Openings:** 1

Job Summary

The incumbent's main responsibilities would be translating and classifying historical documents from French to English. Duties would also include bibliographic research, library work and photocopying. All work will be done for the project, "The Performance of the Past: History and Histrionics in the Carolingian Era, 751-900".

Organizational Status

The incumbent would take direction from Dr. Courtney Booker and would work independently

Work Performed

Translates a large body of 18th- to 20th-century French articles into English.
Classifies and organizes collection of articles
Performs bibliographical and library research
Photocopies and scans articles as needed

Supervision Received

The incumbent reports directly to Dr. Courtney Booker.

Supervision Given

No supervision given

Consequence of Error/Judgement

The incumbent will be responsible for proper translation of articles. Failure to do so could lead to errors in the Primary Investigator's research conclusions

Qualifications



The University of British Columbia

Staff Job Postings

Undergraduate degree in a relevant discipline. Graduation from a technical college or institute, such as B.C.I.T. The incumbent must be a native French speaker and have extensive training in French English translation and in particular, translation of historical documents. 3 years relevant experience. Experience translating documents for publication required.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



The University of British Columbia

Staff Job Postings

Consequence of Error/Judgement

The Horticulturist 1 is responsible for the general health and appearance of plants in the garden. Poor performance may result in the loss or diminishment of plants and a reduction in the value of the plant collections to researchers, educators and the community.

Qualifications

Completion of a certificate in Practical Horticulture. BC Pesticide Applicator's Certificate. -Completion of a BC or other provincial, state or national horticulture certificate (1 year) program, diploma (2 year) program, or degree in horticulture or other plant-related discipline;. 2 years relevant experience. A responsible and energetic individual who takes direction and is able to work independently A valid BC Driver's License Must be able to demonstrate sufficient attention to detail in job performance, as well as accuracy in record keeping and labeling, in order to maintain the high standard of horticultural practice required in the Botanical Garden; Knowledge of the precise cultural care required by plants in the Botanical Garden collections is an asset; Good manual dexterity and the ability to work out-of-doors

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9801
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops **Business Title:** Service Worker - Building Operations
Department: Building Ops - Custodial
Salary: \$33,828.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-21 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-20 **Available Openings:** 1

This is a full time dayshift position, Monday to Friday, 7:00 A.M. to 3:00 P.M.

Job Summary

Under direction and supervision, this position is responsible for cleaning and service work of the University's building and fixtures; this role is required to observe safe working conditions and habits.

Organizational Status

Reports to the Assistant Supervisor Head Service Worker.

Work Performed

- Requests and receives materials and equipment for the work assigned and maintains adequate level of cleaning supplies and equipment according to instructions; maintains and ensures such equipment are in good operating conditions.
- Dusts desks, furniture and all surfaces; sweeps and dust-mops floors, and vacuums all types of floor surfaces; cleans, washes, waxes and polishes interior surfaces, furnishings and fittings; operates light duty power polishers to buff waxed surfaces, operates heavy duty commercial power-operated cleaning equipment.
- Cleans and maintains washrooms including washing walls, floors, basins, toilets and related plumbing.
- Cleans the interior and exterior of windows, shades and Venetian blinds.
- Collects garbage from garbage sacks; empties waste receptacles into garbage sacks; collects and removes garbage from interior of buildings to collecting points.
- Cleans up spillages, spot washing and spot waxing floors where spillage occurred.
- Sweeps and cleans building entrances, sidewalks and related areas; cleans snow from building entrances and sidewalks.
- Fills vending machines and attends to petty cash.
- May be required to move and set up furniture and equipment as and when required.



The University of British Columbia

Staff Job Postings

- Submits reports regarding maintenance or repairs needed to buildings and utilities.
- Reports any unusual circumstances related to building security; assists in emergencies such as evacuation of persons from buildings, etc., as directed.
- Carries out any other related duties as necessary in keeping with the requirements and qualifications of the job.

Supervision Received

Receives specific instructions only on new or unusual problems. Is expected to develop appropriate work procedures.

Supervision Given

None.

Consequence of Error/Judgement

Errors may have minor impact on service.

Qualifications

Completion of Grade 10. . 1 years relevant experience or the equivalent combination of education and experience.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9811
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 3 (Gr6) **Business Title:** Department Administrative Assistant(Gr6)
Department: Radiology
Salary: \$39,168.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-16 **Available Openings:** 1

Job Summary

This position provides administrative support to the Administrative Coordinator and Department Head.

Organizational Status

The Administrative Coordinator provides day-to-day direction as necessary and assigns duties to the Administrative Assistant regarding his respective areas of responsibility.

The Administrative Coordinator provides overall management of, and direction to, this position regarding work performance.

The administrative assistant collaborates and interacts extensively with University staff and faculty members and with health professionals outside of UBC, and members of organizations and public to support the Department's academic activities.

Work Performed

Maintains and manages the complexities of the Department Head's academic and clinical combined e-calendar scheduling meetings and appointments as directed by the Department Head and or Administrative Coordinator.

Coordinates logistics for meetings and conferences, including teleconferenced and or video conference sessions.

Creates, edits and types documents and coordinates workflow for Committee meetings and appointments, reappointments, tenure and promotion and other related departmental developments. Transcribes other correspondence including minutes for distribution.

Responds to moderately complex inquiries and occasionally resolves difficult problems. Provides information to faculty members, hospital and university department staff. Refers complex or unusual enquiries and issues to the Administrative Coordinator.

First point of contact for those e-mailing, visiting or calling UBC Radiology Academic Office; sets tone of the office.

Enters, edits and manipulates data in relevant information systems, requiring data manipulation and processes of a complex nature.

Keeps current the multiple mailing and contact lists used by the Administrative Coordinator, Department Head and or leadership teams or Directors for administration and communications of the Department.



The University of British Columbia

Staff Job Postings

Assists in the logistical coordination of special projects, fund raising and research events sponsored by the Department.

Maintains faculty members' CVs in the STAR database

Collates, creates, and edits department annual reports and self study reports.

Adheres and advises the Administrative Coordinator with ongoing development and implementation or improvement of Department policies and procedures.

Keeps current the multiple mailing and contact lists used by the Head and for administration and communication of the Department.

Maintains administrative filing and record keeping system, including: setting up, maintaining and archiving hard copy files for faculty members, appointments, reappointments, promotion and tenure; and for the Department's Head and Administrative Coordinator's correspondence.

Performs financial duties such as processing Smart Form requisition for payment forms as directed by the Finance Office Manager.

Acts as main contact for trouble calls for the Radiology Academic Administration Office, including follow up of office or equipment issue ensuring timely resolution.

Processes all incoming mail; coordinates courier service as requested.

Orders all supplies stationery as necessary from the appropriate vendor ensuring supply levels are maintained at the appropriate operational level.

Performs other related duties as necessary.

Supervision Received

On a day-to-day basis, the position reports to, and is supervised by, the Administrative Coordinator.

Supervision Given

None

Consequence of Error/Judgement

The Department Head, in carry out his administrative mandate, regularly interacts with senior academic, patient care, research professionals and actively participates in several national and international professional associations. Inappropriate handling of interactions and communications can raise concern about compliance with privacy a confidentiality obligations and cause embarrassment for the Department and to faculty, staff and students at the University and affiliated hospitals, as well as to patients and affiliated organizations. Failure to process documents in a timely and accurate manner and maintain tracking and monitoring systems correctly can result in obligations not being met or being delayed, and commitments not being fulfilled.

Qualifications

High School graduation and 1 year post-secondary education. Training in office procedures and practices. 4 years relevant experience or the equivalent combination of education and experience. Some basic accounting experience. Some experience with website administration. Ability to communicate effectively verbally and in writing. Ability to gather, record, and organize information. Ability to effectively use Microsoft Word, Excel, Internet, and Outlook. Ability to perform word processing at 50 words per minute. Ability to operate job-related equipment. Ability to follow and carry out written and oral instructions. Ability



The University of British Columbia

Staff Job Postings

to effectively manage multiple tasks and priorities. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to maintain accuracy and attention to detail. Ability to exercise tact and discretion. Ability to work effectively independently and in a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9816
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 4 (Gr7) **Business Title:** Administrative Support 4 (Gr7)
Department: Medicine,Udgrd Ed.(Dean'sOff)
Salary: \$40,440.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

Job Summary

To act as personal and confidential assistant to the Associate Dean, Student Affairs and Assistant Dean, Student Affairs by providing diversified administrative assistance in this role. This position also provides administrative support to the Office of Student Affairs and acts as a liaison with medical students, for student led and faculty events organized by the Office of Student Affairs (OSA).

Organizational Status

Reports directly to the Administrative Director through the Associate and Assistant Deans, Student Affairs. Interacts with Students, Faculty Members, Committee Chairs, Program Staff in the Dean's Office, Faculty of Medicine and other UBC departments and external organizations.

Work Performed

- Acts as a point of contact for student led activities by providing information to faculty, staff and students relevant to the event. This may involve communications and organization.
- Involved in the coordination of other events (not student led) involving medical students and faculty such as Donor Memorial, Convocation, Spring Gala, etc.
- Acts as personal and confidential assistant to the Associate Dean and Assistant Dean, Student Affairs. Schedules appointments and meetings, recognizing their clinical commitments.
- Provides administrative support to the Office of Student Affairs for new and existing initiatives and may be asked to assist other team members during peak times.
- Responsible for maintaining and updating the UBC website in consultation with the Student Affairs Coordinator and Associate Assistant Dean for the Office of Student Affairs for core content.
- Provides administrative support to the Student Affairs Committee including taking, transcribing and editing minutes.
- Sorts and acts on all outgoing materials from the Associate and Assistant Deans.
- Composes complex correspondence and assists in the preparation of presentations and reports which contain sensitive and confidential information and material.
- Preparation of confirmation of graduation letters and forms for graduates, collects fees, etc.
- Assists in typing Dean's Letters of Reference for students as necessary.
- Gathers information and prepares survey materials for various programs including the Association of Faculties of Medicine of



The University of British Columbia

Staff Job Postings

Canada, Association of American Medical Colleges, The National Board of Medical Examiners, other Universities and external bodies agencies.

- Verifies enrolment online for National Board of Medical examiners and the National Resident Matching Program.
- Updates and maintains the spreadsheet for Examination Accommodations provided by the Access & Diversity Office.
- Notifies the College of Physicians & Surgeons of BC of leaves of absences for all medical students.
- Makes travel and accommodation arrangements for Associate and Assistant Deans
- May be required to participate as an invigilator in the end of term year examinations for all years of the program.
- May be asked to serve as backup for Reception and other staff positions as required.
- Other duties as required in keeping with the qualifications and requirements of the job

Supervision Received

Works independently with some direction from the Administrative Director and daily work is supervised by the Associate Assistant Deans that this position supports.

Supervision Given

None.

Consequence of Error/Judgement

Impact of error is considerable as incumbent would be dealing with sensitive, confidential information as well as material that is widely distributed. Any errors in decision could potentially have repercussions for the Faculty, students and general public and image of the Dean's Office and Faculty as a whole.

Qualifications

High School graduation and two year post-secondary diploma. . 4 years relevant experience or the equivalent combination of education and experience. Ability to communicate effectively verbally and in writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to effectively manage multiple tasks and priorities.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9799
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 4 (Gr7) **Business Title:** Administrative Support 4 (Gr7)
Department: Teacher Education Office
Salary: \$40,440.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-04 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

Job Summary

Under limited supervision provides senior administrative and confidential secretarial support to the Associate Dean, Director and Faculty which require a thorough knowledge of office routine, Departmental functions and University policy. Performs a combination of complex and routine administrative duties using initiative, interpretation and ingenuity for the Teacher Education Office.

Organizational Status

Reports to the Associate Dean and Administrative Manager. Interacts frequently with the Dean's Office, other departments and various Faculties on campus on behalf of the Associate Dean. Liaises with faculty members, staff, students, school districts and government organizations on a regular basis.

Work Performed

Scheduling & Meeting Minute Recording:

- Creates and maintains a complex variable schedule for multiple meetings between the Associate Dean and various other departments, faculties and organizations using Outlook & Blackberry
- Is required to take and transcribe minutes weekly at several high level confidential meetings such as student appeals, program changes etc. which have multiple demands and deadlines during peak periods
- Makes travel and accommodation arrangements for all Faculty & staff

Events:

- Organizes information sessions workshops, including catering services, room bookings and equipment rentals
- Assists in the preparation of the 3 day Faculty Advisor's Orientation which entails coordinating, allocating, directing and controlling the workflow of a small group of employees, creating invitations, recording and organizing RSVPs, catering arrangements and preparation of handouts
- Assists with many one-off projects regarding Faculty and Student Orientations for over 750 undergraduate students
- Organizes and coordinates for various selection committees the submissions of nominations for several yearly faculty student awards
- Coordinates in conjunction with the Development Office, the annual Student Annual Awards Reception for some 300 guests by preparing invitations, recording and organizing RSVPs, assisting with catering requirements and assisting with the flow of the



The University of British Columbia

Staff Job Postings

event on event night. Coordinates presenters and program agenda for the evening

Finance:

- Reviews and prepares financial documentation for entry into Financial Management Information System (FMIS) including cash receipts, journal vouchers, petty cash reconciliation, domestic and international travel claims, purchase requisitions and requisitions for payment. Ensures accuracy and timeliness of transaction entries into FMIS. Verifies account coding and signing authorities. Ensures appropriateness of expenditures and adherence to University policies
- Reconciles Associate Dean's research grant accounts by monitoring and reconciling expenditures

Recruitment

- Coordinates the advertising of the vacant position on line and in various newspapers as required
- Coordinates the collection of CVs for professional positions, prepares letters of confirmation, prepares new files, maintains records and circulates copies of CVs to appropriate departments and sets up interviews for faculty positions
- Processes Sessional Appointments on the UBC-ISIS system and communicates with Faculty Relations on any unusual issues
- Processes appointments for Teaching Assistants, Research Associates and Graduate Academic Assistants
- Assists with Orientation of new employees

Responsible for Practica Coordination

- Downloads data from BC School District websites to create new practicum data file
- Contacts individual schools to obtain missing updated information
- Maintains complex relational databases on practica coordination and tuition fee certificates
- Merges data to create spreadsheets and reports
- Generates placement request letter and response forms for mail out to public schools in the Lower Mainland and throughout BC
- Tracks placement request responses in data file
- Revises sponsor teacher package materials
- Coordinates and distributes Library Card lists for sponsor teachers to Koerner Library

Responsible for Tuition Fee Certificates (TFC) Coordination

Produces Administrator's Reports

- Identifies discrepancies omissions in Practicum Program Coordinator's practica data file
- Liaises with Practicum Program Coordinator and Faculty Advisors to resolve discrepancies errors
- Creates restructured TFC database from Practicum Program Coordinator's practica data file to produce administrator's reports
- From TFC database, generates and mails out cover letter, elementary secondary school administrator's report and sponsor teacher appraisal forms to all participating schools
- Follows up with schools regarding missing ambiguous information

Issues Tuition Fee Certificates

- Tracks data from returned elementary secondary school administrator's reports in TFC database
- Generates cover letter and tuition fee certificates and sends out to sponsor teacher
- Responds to queries from School Administrators, Faculty Advisors and Sponsor Teachers
- Provides input into developing new policy and policy revision proposals for consideration by Teacher Education Office Director and Program Coordinators

Tracks Redeemed Certificates

- Liaises with UBC Records & Registration, Continuing Studies and External Programs to resolve redeemed certificate issues
- Verifies charges for redeemed certificates
- Records redeemed certificate data in TFC database

General Duties

- Creates and modifies new TFC data files relational databases for each practicum



The University of British Columbia

Staff Job Postings

- Creates and modifies tuition fee documentation as necessary
- Creates and updates tuition fee certificate policy and procedures binder
- Maintains tuition fee certificate filing system

General

- Collects and collates data for various projects, lists, spreadsheets and statistics such as Faculty Advisor database
- Prepares PowerPoint presentations for Associate Dean and other faculty as necessary.
- Composes complex correspondence in response to oral and written enquiries
- Contacts professional and government organizations and other departments to obtain and provide factual information
- Initiates, develops and maintains current and new data sorting systems and other administrative systems
- Books rooms for meetings upon request for professional staff
- Performs other duties related to the qualifications and requirements of the job

Backup (on occasion)

- Reception - Answers in-person and telephone inquiries and provides information to students regarding course programs, timetables, deadlines and registration in Receptionist's absence. Books advising appointments.

Supervision Received

Work is done under general supervision. Performs familiar duties independently and in accordance with established procedures.

Supervision Given

May oversee and direct work of employees in lower classification and may have input into staff selection and performance evaluation of employees. When necessary, formally trains new staff on work procedures and or oversees work of students and or temporary staff.

Consequence of Error/Judgement

Exercises judgment and initiative in handling matters of a non-routine nature requiring the interpretation of University and Departmental guidelines, procedures and policies in planning the sequence of duties: the work methods to be employed and the action to be taken. New or unusual problems are referred to Administrative Manager.

Qualifications

High School graduation and two year post-secondary diploma. Training in secretarial and office procedures and practices and basic accounting practices. 4 years relevant experience or the equivalent combination of education and experience. Minimum of four years of senior office experience. Advanced computer experience required in MS Office (Outlook, Word, Excel, Power Point and Access) and Adobe Acrobat. Experience in UBC programs such as SISC, ISIS, FMS and FSC preferred. Experience in Photoshop and Dreamweaver would be an asset. Ability to effectively manage multiple tasks and meet deadlines. Ability to take and transcribe accurate minutes in highly confidential, high profile meetings. Effective oral and written communication, interpersonal, customer service and organization skills. Proficiency in the use of English grammar, spelling and punctuation. Ability to perform word processing at 60 words per minute and to operate normal range of office equipment. Ability to compose complex correspondence and reports. Ability to use spreadsheet, database and scheduling applications at an advanced level. Ability to exercise tact and discretion when handling sensitive and or confidential matters. Ability to work independently and as a member of a team. Ability to maintain accuracy and attention to detail.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members,



The University of British Columbia

Staff Job Postings

women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9783
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Program Assist
Classification Title: Program Assistant 1 (Gr3) **Business Title:** Program Assistant 1 (Gr3)
Department: Beaty Biodiversity Museum
Salary: \$ 20.11 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-04-01
Job End Date: 2011-09-30
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2011-03-14 **Available Openings:** 1

Job Summary

Under the direction and supervision of the Operations Manager or Education and Community Outreach Manager, the Programs Assistant contributes to the development of education, public programs and event rentals at the Beaty Biodiversity Museum. This position works with a wide variety of Museum staff to assist with the coordination of events. Some time will be spent relieving the Admissions staff when required.

It is essential that the incumbent be available to work a Wednesday - Sunday schedule, and be available to work evening events.

Organizational Status

Reports to the Operations Manager or Education and Community Outreach Manager, deals with all museum staff and visitors which includes students, staff, faculty, volunteers and the general public. Reports to the Administrator for all administrative issues.

Work Performed

Assists with planning, implementation and evaluation of public and school programs for the museum.
Makes arrangements for conferences, workshops, and lectures, such as bookings rooms, audiovisuals, and catering.
Maintain registration lists for lectures, seminars and other Museum events as requested.
Contacts school boards, teachers and Ministry of Education resource personnel to obtain information to assist with program development and promotion.
Maintains museum event calendars and send e-newsletters.
Greets visitors to the Museum and receives admission in accordance with an established rate schedule.
Respond to general enquiries and assist with running the small museum retail store.
Coordinates the Membership program: creates and sends monthly newsletter; maintains mailing database details, tracks repeat visits; develops and implements strategies and programs to grow the membership program; ensures that Membership commitments are fulfilled.
Maintains the special events data base, tracks sales calls, and marketing activities; distributes special events marketing materials; make sales calls, conduct site visits and carries out special events.
Carries out other duties within the museum as required.
Assists, and covers for the Front Counter positions, handling admissions and retail sales.



The University of British Columbia

Staff Job Postings

Supervision Received

This position works under the supervision of the Operations Manager and the Education and Community Outreach Manager. Receives detailed instructions on the assignment of new duties thereafter only on new or unusual problems. All financial transactions are monitored on a continuing basis.

Supervision Given

none

Consequence of Error/Judgement

Error in judgement or information given would result in loss of credibility and service to the educators and schools that participate in museum events and programs.

Inability to handle cash accurately would result in inaccurate financial assessments.

Inability to schedule bookings could result in conflict.

Lack of customer service skills would impact the overall experience of the museum visitor.

Qualifications

High School graduation and 1 year post-secondary education. Biology courses an asset. 2 years relevant experience or the equivalent combination of education and experience. Experience working in a museum environment preferred.

Customer service and retail experience desired.

Cash handling experience required.

Knowledge, or interest in natural history an asset. Ability to provide quality service to customers in a courteous, patient manner. Ability to communicate effectively verbally and in writing. Ability to accurately process cash credit card transactions.

Ability to be thorough, accurate, and have a high level of attention to detail. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9798
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Program Assist
Classification Title: Sr Program Asst-Med Ed (Gr8) **Business Title:** Sr Program Asst-Med Ed (Gr8)
Department: Family Practice
Salary: \$41,736.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-08 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

Job Summary

Performs duties related to support of the Family Practice course in the MD Undergraduate Program, by compiling information necessary for the development and implementation of the program with special responsibility for students in the Northern Medical Program and Island Medical Program and for preceptor and facilitator support.

The expanded MD Undergraduate Program which began in August 2004 includes an additional 24 students in the Faculty of Medicine, Vancouver, plus 24 students in the Northern Medical Program (NMP) at the University of Northern BC (Prince George). An additional 24 students will be admitted into the Vancouver program in 2005. Students in the NMP and IMP are based in Vancouver for the first term of first year and then transfer to the distributed sites where they continue to take the same program as students based in Vancouver. This position has some responsibility for the program coordination of Family Practice for all three sites. The incumbent is in constant liaison with course directors, program directors, preceptors in the community, program assistants and curriculum secretaries in Vancouver, Victoria and Prince George to ensure that schedules and educational materials are prepared and distributed and that students and teachers are supported. The position is also responsible for the support of the preceptors and facilitators in the Family Practice course of the program (up to 300 faculty clinical faculty doctors). This includes preparation of materials for lectures, office visits and seminars and dealing with problems associated with rooms and equipment. The position prepares and provides information for the Promotions Committee, and handles student enquiries related to Family Practice queries of a non-routine and routine nature. Family Practice is a multi site course that takes place 2 afternoons a week in Victoria and Prince George as well as in Vancouver.

Organizational Status

Reports to the Undergrad Administrator, and Undergraduate Director and work under the guidance of the Undergrad Administrator and the Course Director(s).

Work Performed

A.FMED SUPPORT

Coordinates all aspects of the Family Practice course for second year that includes dissemination of schedules and relevant info. to all sites (IMP and NMP) and posting to MEDICOL. This position is responsible for supporting the Family Practice course at the distributed sites in Victoria and Prince George by providing information and guidance to the program support staff at those sites. Assists the course director, with the planning, scheduling and resource management for the Family Practice course in second year.



The University of British Columbia

Staff Job Postings

This includes preparing documentation and corresponding with lecturers and Preceptors in the program.
Inputs grades onto master spreadsheet from all evaluations received for Family Practice course in second year. Accurate list of all marks for Promotions meetings is produced by this position for the meetings. This assistant is responsible for following up missing evaluations and any missing marks.
Forwards all lecture handouts to MEDICOL and ensures timely posting to the site.
Prepares materials for seminars, lectures and clinic office visits. Records minutes as appropriate.
Liaises regularly with students, preceptors, facilitators and lecturers to coordinate any changes to their schedules.
Disseminates changes to the sites as appropriate.
Processes evaluations from seminars, prepare grade sheets and forward to course directors. .
Maintains supplies for seminars in tutorial rooms and deals with any problems related to tutorial rooms.

B. PRECEPTOR SUPPORT

*Prepares materials for preceptor Orientation at the beginning of each rotation for the FMPR420 courses. .
*Coordinates, schedules and makes arrangements for any FMPR420 meetings, which will be videoconference to the sites - books rooms, orders catering, prepares any necessary materials, attends meetings, distributes information and takes action on follow up items.
Confirms all lectures and copies all handouts.
Sets up all facilitator lists for each seminar and is responsible for producing group lists.
Processes (transcribing, data entry) evaluations from weekly seminars
Forwards final schedule to the Media Group to book facilities at VGH.
Organizes and maintains files and assists in maintaining student databases relating to Family Practice.

C. STUDENTS

Assists in the implementation of the additional students for September 2005 for second year. Provides administrative support to prepare for the distribution of information for Family Practice curriculum. Oversees the distribution of learning materials to the sites in Victoria and Prince George for all students, forwards schedules, provides information as needed.
Responsible for Student Orientation at the start of second year - produces all documents, handouts, student lists, etc. This will be videoconferenced at the sites for the first time September 2005.
Assists with the design and implementation of program support systems for the IMP and NMP by providing input into improving processes and procedures. These systems will allow the program assistant to perform the following types of duties:
Coordination and distribution of schedules and educational materials
Coordination and maintenance of student assessments
Organization of student groups
On-going liaison with IMP and NMP in order to provide advice
Responsible for coordinating and maintaining evaluations on VFMP second year students in FMPR 420 courses and follow-up where necessary.
Books appointments for students with the Course Directors.
Ensures textbook lists are accurate and updated for forwarding to Library in June.
Tracks all student absences.
Note: this list is not intended to be exhaustive and will be developed further as planning for the distributed program proceeds.

D. SCHEDULING & CURRICULUM PLANNING

Creates, compiles and updates information for the 2nd year FMPR420 program assistant procedures reference manual. Provides information and guidance to administrative staff working at the other sites.
Handles student enquiries of a non-routine and routine nature. With respect to non-routine matters, interprets guidelines, policies and procedures in determining how the matter should be handled, and what type of action should be taken; or refers the matter to the appropriate person. This position is the only support position for the FMPR420 course in second year in Vancouver.
Performs other related duties as necessary in keeping with the qualifications and requirements of the job.

Supervision Received

Duties are performed independently as required, under limited supervision.



The University of British Columbia

Staff Job Postings

Supervision Given

N A.

Consequence of Error/Judgement

The Undergraduate Director and Undergraduate Administrator administer the area. The incumbent, in coordination with the Undergraduate Administrator, responsible for the day-to-day administration of the Family Practice course. The schedules are extremely detailed and errors in scheduling could have considerable impact on students' learning, faculty and student satisfaction and will have a big impact on the preceptors in the community teaching our students. The incumbent works within broadly established guidelines and will, in conjunction with the course director(s), is establishing any new procedures that are required. . It may be necessary to create policies and procedures, where none currently exist, as well as change existing policies and procedures and this position will be key to making recommendations at all 3 sites. It is important that student records are dealt with conscientiously, and students are given accurate information regarding their program, since mistakes can have a long-term impact. Medical school expansion and the distributed program is a high profile project that is completely innovative and requires the coordination of many activities and people. Impact of error is considerable as material is widely distributed. It is important that faculty (e.g. course directors and teachers) at all sites are dealt with in an efficient and professional manner as the impact of any decisions can have repercussions for faculty, students, general public, staff and the image of the Faculty as a whole.

Qualifications

High School graduation and two year post-secondary diploma. Knowledge of evaluations systems and websites will be an asset. 4 years relevant experience or the equivalent combination of education and experience. Computer experience required (Word, Excel, Access, Powerpoint preferred). Ability to communicate effectively verbally and in writing. Ability to perform word processing at 55 words per minute. Ability to effectively use Word (word processing), Excel, Access (spreadsheet, database and Internet applications) at an intermediate level. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to effectively manage multiple tasks and priorities. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to maintain accuracy and attention to detail. Ability to exercise tact and discretion. Ability to work effectively independently and in a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9802
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Student Info Support
Classification Title: Student Info Support 4 (Gr8) **Business Title:** Student Info Support 4 (Gr8)
Department: Student Information Services
Salary: \$41,736.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-21 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

Job Summary

The position of the Supervisor chiefly involves supporting and leading the staff of Student Information Services (approx. 25 members) while also providing front-line services and support to UBC clients consisting of students, faculty, UBC colleagues, alumni, and guests. The Supervisor must have the ability to use the Student Information Service Centre (SISC), Enrolment Services Publications electronic form, ERS (Employee Record System), and other resources. Must also ensure that all CUPE and student staff provide accurate information, excellent guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration and all other supporting functions. Must be familiar with other areas of Enrolment Services (Non-Degree Studies, tuition, exams, graduation, transcripts, financial aid, awards, room bookings, scheduling), Student Development and Services (counseling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation and other university initiatives (e.g., U-Pass, UBC card, Alumni Card, WebCT, e-Portfolio initiatives) as many enquiries originate at the front counter. Work is performed physically at Point Grey campus, but assistance extends to student bodies of both UBC Vancouver and UBC Okanagan campuses. Some evening and weekend work may be required.

Trains and supervises CUPE and student staff. Establishes work priorities.

Must work flexibly and collaboratively to encourage cooperation within a high profile Student Services customer service team.

Organizational Status

Reports to the Manager of Student Information Services.

Work Performed

- Works with two other Supervisors to coordinate and supervise the workload of 12-15 full-time employees, 5 part-time employees and up to 5 student employees. Staff work in 4 locations within Brock Hall and the Supervisor must be able to work at all areas. Trains, mentors, and supports all CUPE and student staff who must handle a large information load while also providing seamless, multi-faceted front line service officially on behalf of Records and Registration, Tuition, Transcripts, Exams, Graduation, Admissions, Student Recruitment & Advising, International Student Initiative, and to a more limited capacity, Student Development and the Alumni Office.
- Participates in hiring and provides input into selection and evaluation of staff and student assistants.



The University of British Columbia

Staff Job Postings

- Responsible for the initial and ongoing training of staff and student assistants. Makes formal training presentations to current staff and to other staff in Enrolment Services who are being cross-trained. Ensures that Student Resources and Information Services staff are appropriately cross-trained in other areas.
- Sets work priorities and delegates work as appropriate through strategic scheduling and staff meetings.
- Is knowledgeable about other areas of Enrolment Services and UBC as a whole, particularly in relation to other services and faculties.
- Keeps up-to-date in order to be an authoritative resource to staff.
- Analyzes in-person, e-mail and telephone "traffic" and re-organizes priorities of staff to meet completion targets. Implements changes to increase efficiency and seamless service.
- Adapts to changing priorities and assists staff in this transition. Liaise with other unit heads departments to facilitate services.
- Interprets University and Student Services publications, policies and procedures for staff and students.
- Is knowledgeable about applicable legislation and external regulations. May intervene with external agencies when students have difficulty meeting obligations because of UBC policies and procedures. Makes recommendations for changes in UBC policies and procedures if applicable.
- Actively pursues process improvement; encourages staff to identify processes that require improvement; understands the process of mapping processes and getting buy-in from stakeholders. Makes recommendations to Assistant Registrar for changes in order to improve service.
- Performs other duties related to the qualifications and requirements of the job.

Supervision Received

Supervised by the Manager of Student Information Services.

Supervision Given

Trains and supervises CUPE and student staff. Establishes work priorities.

Consequence of Error/Judgement

Exercises judgment and discretion based on thorough knowledge of established policies and procedures. Encourages a professional and dynamic atmosphere for continuous improvement and development using process improvement methodology, streamlines existing procedures. Involves stakeholders and recommends changes to Assistant Registrar for process re-design. Ensures that staff provide information that is accurate, respectful, timely and supportive. Failure to provide service that meets these standards affects public perception of student services and or the university, including the university's reputation. Must foster a deep understanding in staff that failure to provide correct information to prospective students could impact their ability to be admitted to the university.

Qualifications

High School graduation and two year post-secondary diploma. . 4 years relevant experience or the equivalent combination of education and experience. Experience advising students preferred. Up-to-date knowledge of technology required. Computer experience required (Word, Excel, Access, Outlook, SISC, Internet preferred). Intranet access and Wiki usage experience preferred. Knowledge of university publications preferred. Knowledge of Freedom of Information and Protection of Privacy Act (FOIPOP) preferred. Knowledge of policies and procedures of UBC and central agencies (e.g., Human Resources, Finance, and Purchasing) preferred. Effective oral and written communication, interpersonal, client service and organizational skills. Ability to train and supervise staff . Ability to type 50 w.p.m. Ability to operate normal range of office equipment. Ability to use word processing, spreadsheet, database and electronic mail applications at an intermediate level. Ability to multi-task, prioritize work of others and meet deadlines. Ability to problem-solve. Ability to work independently and as a supporting member of a team.



The University of British Columbia

Staff Job Postings

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9806
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Unmatched Grade
Classification Title: Unique Job (Gr6) **Business Title:** Student Resource Clerk
Department: Student Information Services
Salary: \$39,168.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-22 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-16 **Available Openings:** 1

Job Summary

Using the Student Information System (SIS), Admissions System, Enrolment Services Publications and other resources, provides excellent information, guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration and all other supporting functions. Must be familiar with other areas of Enrolment Services (financial aid, awards, room bookings, scheduling), Student Development and Services (counselling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation and other university initiatives (e.g., U-Pass, UBCcard, WebCT, e-Portfolio initiatives) as many enquiries originate at Enrolment Services. Work is performed on a call centre and at Point Grey and Robson campuses and may expand to other campuses when they become available. Some evening and weekend work may be required.

Interprets written policies and communicates them accurately. Reconciles records and identifies discrepancies.

Organizational Status

Reports to the Manager.

Work Performed

- Responds to lengthy and complex in-person, written, telephone and e-enquiries (e.g., chat) from clients. Is able to communicate difficult information sensitively.
- Knows and understands the complex regulations in the UBC Calendar, the domestic and international Viewbooks, the FYI Guide, other enrolment services publications, TREK 2010, the Academic Plan and other UBC publications. On the basis of this information, and using the Student Information System (SIS), Admission System and other knowledge management resources, provides excellent information, guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration, fee assessment, graduation and all other supporting functions. Answers inquiries for all of these areas. Refers only the most complex inquiries, after first having researched the issue to see if it can be resolved at the first point of contact.
- Must be very familiar with other areas of Enrolment Services (financial aid, awards, room bookings, scheduling), Student Development and Services (counselling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation, student life and other university initiatives (e.g., U-Pass, UBCcard, Parent Orientation, WebCT, e-Portfolio initiatives) Answer inquiries for all of these areas. Refers when required.



- Gives accurate information regarding admission average GPA requirements, specific faculty program requirements and answers other recruitment and admissions related questions.
- Assists students in making application for ACCESS Studies; provides guidance to students in this program, monitors students throughout the term, ensures that students have appropriate support to be successful (e.g., workshops and study skills), and recommends eligibility of the student to continue in the next session based on previous academic performance. Must exercise good judgment, be sensitive to individual circumstances and be able to communicate information and guidance accurately and empathically.
- Understands the principles of process improvement; identifies processes that require improvement; maps current processes; re-designs processes using input from colleagues and other student service units as appropriate; makes recommendations to Assistant Registrar for changes in order to improve service.
- Based on process maps, makes recommendations in the development of unit specific service standards.
- Accurately interprets University and Enrolment Service publications, policies and procedures. Intervenes with external agencies when students have difficulty meeting obligations because of UBC Policies and Procedures. Makes recommendations for change to UBC Policies and Procedures where appropriate.
- Responsible for analyzing and completing certificates of enrolment for RESPs and other external agencies. Must know and understand applicable government regulations governing the completion of such forms.
- Responsible for giving direction to students about Reviews of Assigned Standing; for sending requests to the Faculty and or Department; for following up if necessary; for communicating the decision to the student; for informing student about the process of Senate appeals if requested.
- Provides information about fee assessments; exercises judgment and makes decisions to defer fees and or change assessments (including the refund of non-refundable fees). Resolves issues. Makes students aware of self-service payment options; trains them on request.
- Is responsible for revising and maintaining knowledge database and for identifying and remedying content that should be available to students through Ask Me UBC.
- Is knowledgeable about advances in technology and learning initiatives at the university; identifies and participates in implementing ways in which students can be supported.
- Participates as a team member and or team coordinator on various service improvements, training and other strategic projects within the unit. Makes formal presentations to stakeholders.
- Participates in cross training in Recruitment, Admissions, Records, Registration and other areas as appropriate.
- Participates in the selection and supervision of staff and student assistants (on a rotating basis); participates in the training of same.
- Acts as cashier and accounts for various fees (including tuition fees).
- Is knowledgeable about customer service principles and provides service that is excellent, seamless and accessible. Deals with customer service complaints. Resolves complaints or negotiates with senior staff in other areas to remedy the situation.
- Performs other duties related to the qualifications and requirements of the job.

Supervision Received

Works under administrative direction. Receives detailed instructions on the assignment of new duties and thereafter only on new or unusual problems.

Supervision Given

No supervision given. Explains work procedures and assists with the training of new staff and student assistants. Directs the work of student assistants and ensures that accuracy and production are maintained. Coordinates peers working on strategic projects. Has input into staff selection and may have input into performance evaluation of staff.

Consequence of Error/Judgement

Exercises judgment based on thorough knowledge of established policies and procedures. Using process improvement methodology, streamlines existing procedures; and or involves stakeholders and recommends changes to Assistant Registrar for process re-design. All information must be accurate and provided in a respectful, timely and supportive way. Failure to provide service that meets



these standards affects public perception of student services and or the university, including the university's reputation. Failure to provide correct information to prospective students could impact their ability to be admitted to the university.

Qualifications

High school graduation plus one year post-secondary education with training in office procedures and practices. University graduation preferred. Minimum four years of related experience or three years of relevant UBC experience, preferably in a student services environment. Call centre experience required. Knowledge of university and departmental policies and procedures. Knowledge of university publications preferred. Knowledge of Freedom of Information and Protection of Privacy Act an asset. Computer experience required (Word, Excel, Access, Outlook, UBC AS, UBC SIS, UBC FMIS, UBC IHRIS and Internet preferred). Ability to use word processing, spreadsheet, database, internet and electronic mail applications at an intermediate level. Ability to type 50 w.p.m. and to operate a normal range of office equipment. Effective oral and written communication, interpersonal, client service and organizational skills. Ability to maintain accuracy and attention to detail. Ability to work both independently and within a team environment. Ability to prioritize work and to meet deadlines

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9807
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Unmatched Grade
Classification Title: Unique Job (Gr6) **Business Title:** Student Resource Clerk
Department: Student Information Services
Salary: \$39,168.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-22 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-16 **Available Openings:** 1

Job Summary

Using the Student Information System (SIS), Admissions System, Enrolment Services Publications and other resources, provides excellent information, guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration and all other supporting functions. Must be familiar with other areas of Enrolment Services (financial aid, awards, room bookings, scheduling), Student Development and Services (counselling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation and other university initiatives (e.g., U-Pass, UBCcard, WebCT, e-Portfolio initiatives) as many enquiries originate at Enrolment Services. Work is performed on a call centre and at Point Grey and Robson campuses and may expand to other campuses when they become available. Some evening and weekend work may be required.

Interprets written policies and communicates them accurately. Reconciles records and identifies discrepancies.

Organizational Status

Reports to the Manager.

Work Performed

- Responds to lengthy and complex in-person, written, telephone and e-enquiries (e.g., chat) from clients. Is able to communicate difficult information sensitively.
- Knows and understands the complex regulations in the UBC Calendar, the domestic and international Viewbooks, the FYI Guide, other enrolment services publications, TREK 2010, the Academic Plan and other UBC publications. On the basis of this information, and using the Student Information System (SIS), Admission System and other knowledge management resources, provides excellent information, guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration, fee assessment, graduation and all other supporting functions. Answers inquiries for all of these areas. Refers only the most complex inquiries, after first having researched the issue to see if it can be resolved at the first point of contact.
- Must be very familiar with other areas of Enrolment Services (financial aid, awards, room bookings, scheduling), Student Development and Services (counselling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation, student life and other university initiatives (e.g., U-Pass, UBCcard, Parent Orientation, WebCT, e-Portfolio initiatives) Answer inquiries for all of these areas. Refers when required.



- Gives accurate information regarding admission average GPA requirements, specific faculty program requirements and answers other recruitment and admissions related questions.
- Assists students in making application for ACCESS Studies; provides guidance to students in this program, monitors students throughout the term, ensures that students have appropriate support to be successful (e.g., workshops and study skills), and recommends eligibility of the student to continue in the next session based on previous academic performance. Must exercise good judgment, be sensitive to individual circumstances and be able to communicate information and guidance accurately and empathically.
- Understands the principles of process improvement; identifies processes that require improvement; maps current processes; re-designs processes using input from colleagues and other student service units as appropriate; makes recommendations to Assistant Registrar for changes in order to improve service.
- Based on process maps, makes recommendations in the development of unit specific service standards.
- Accurately interprets University and Enrolment Service publications, policies and procedures. Intervenes with external agencies when students have difficulty meeting obligations because of UBC Policies and Procedures. Makes recommendations for change to UBC Policies and Procedures where appropriate.
- Responsible for analyzing and completing certificates of enrolment for RESPs and other external agencies. Must know and understand applicable government regulations governing the completion of such forms.
- Responsible for giving direction to students about Reviews of Assigned Standing; for sending requests to the Faculty and or Department; for following up if necessary; for communicating the decision to the student; for informing student about the process of Senate appeals if requested.
- Provides information about fee assessments; exercises judgment and makes decisions to defer fees and or change assessments (including the refund of non-refundable fees). Resolves issues. Makes students aware of self-service payment options; trains them on request.
- Is responsible for revising and maintaining knowledge database and for identifying and remedying content that should be available to students through Ask Me UBC.
- Is knowledgeable about advances in technology and learning initiatives at the university; identifies and participates in implementing ways in which students can be supported.
- Participates as a team member and or team coordinator on various service improvements, training and other strategic projects within the unit. Makes formal presentations to stakeholders.
- Participates in cross training in Recruitment, Admissions, Records, Registration and other areas as appropriate.
- Participates in the selection and supervision of staff and student assistants (on a rotating basis); participates in the training of same.
- Acts as cashier and accounts for various fees (including tuition fees).
- Is knowledgeable about customer service principles and provides service that is excellent, seamless and accessible. Deals with customer service complaints. Resolves complaints or negotiates with senior staff in other areas to remedy the situation.
- Performs other duties related to the qualifications and requirements of the job.

Supervision Received

Works under administrative direction. Receives detailed instructions on the assignment of new duties and thereafter only on new or unusual problems.

Supervision Given

No supervision given. Explains work procedures and assists with the training of new staff and student assistants. Directs the work of student assistants and ensures that accuracy and production are maintained. Coordinates peers working on strategic projects. Has input into staff selection and may have input into performance evaluation of staff.

Consequence of Error/Judgement

Exercises judgment based on thorough knowledge of established policies and procedures. Using process improvement methodology, streamlines existing procedures; and or involves stakeholders and recommends changes to Assistant Registrar for process re-design. All information must be accurate and provided in a respectful, timely and supportive way. Failure to provide service that meets



these standards affects public perception of student services and or the university, including the university's reputation. Failure to provide correct information to prospective students could impact their ability to be admitted to the university.

Qualifications

High school graduation plus one year post-secondary education with training in office procedures and practices. University graduation preferred. Minimum four years of related experience or three years of relevant UBC experience, preferably in a student services environment. Call centre experience required. Knowledge of university and departmental policies and procedures. Knowledge of university publications preferred. Knowledge of Freedom of Information and Protection of Privacy Act an asset. Computer experience required (Word, Excel, Access, Outlook, UBC AS, UBC SIS, UBC FMIS, UBC IHRIS and Internet preferred). Ability to use word processing, spreadsheet, database, internet and electronic mail applications at an intermediate level. Ability to type 50 w.p.m. and to operate a normal range of office equipment. Effective oral and written communication, interpersonal, client service and organizational skills. Ability to maintain accuracy and attention to detail. Ability to work both independently and within a team environment. Ability to prioritize work and to meet deadlines

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9805
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Unmatched Grade
Classification Title: Unique Job (Gr6) **Business Title:** Student Resource Clerk
Department: Student Information Services
Salary: \$39,168.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-22 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2011-03-16 **Available Openings:** 1

Job Summary

Using the Student Information System (SIS), Admissions System, Enrolment Services Publications and other resources, provides excellent information, guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration and all other supporting functions. Must be familiar with other areas of Enrolment Services (financial aid, awards, room bookings, scheduling), Student Development and Services (counselling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation and other university initiatives (e.g., U-Pass, UBCcard, WebCT, e-Portfolio initiatives) as many enquiries originate at Enrolment Services. Work is performed on a call centre and at Point Grey and Robson campuses and may expand to other campuses when they become available. Some evening and weekend work may be required.

Interprets written policies and communicates them accurately. Reconciles records and identifies discrepancies.

Organizational Status

Reports to the Manager.

Work Performed

- Responds to lengthy and complex in-person, written, telephone and e-enquiries (e.g., chat) from clients. Is able to communicate difficult information sensitively.
- Knows and understands the complex regulations in the UBC Calendar, the domestic and international Viewbooks, the FYI Guide, other enrolment services publications, TREK 2010, the Academic Plan and other UBC publications. On the basis of this information, and using the Student Information System (SIS), Admission System and other knowledge management resources, provides excellent information, guidance and direction to prospective students, current students and the general public regarding recruitment, admission, student records and registration, fee assessment, graduation and all other supporting functions. Answers inquiries for all of these areas. Refers only the most complex inquiries, after first having researched the issue to see if it can be resolved at the first point of contact.
- Must be very familiar with other areas of Enrolment Services (financial aid, awards, room bookings, scheduling), Student Development and Services (counselling - career and personal, health, wellness, workshops, disability resources, Imagine), Housing, Athletics and Recreation, student life and other university initiatives (e.g., U-Pass, UBCcard, Parent Orientation, WebCT, e-Portfolio initiatives) Answer inquiries for all of these areas. Refers when required.



- Gives accurate information regarding admission average GPA requirements, specific faculty program requirements and answers other recruitment and admissions related questions.
- Assists students in making application for ACCESS Studies; provides guidance to students in this program, monitors students throughout the term, ensures that students have appropriate support to be successful (e.g., workshops and study skills), and recommends eligibility of the student to continue in the next session based on previous academic performance. Must exercise good judgment, be sensitive to individual circumstances and be able to communicate information and guidance accurately and empathically.
- Understands the principles of process improvement; identifies processes that require improvement; maps current processes; re-designs processes using input from colleagues and other student service units as appropriate; makes recommendations to Assistant Registrar for changes in order to improve service.
- Based on process maps, makes recommendations in the development of unit specific service standards.
- Accurately interprets University and Enrolment Service publications, policies and procedures. Intervenes with external agencies when students have difficulty meeting obligations because of UBC Policies and Procedures. Makes recommendations for change to UBC Policies and Procedures where appropriate.
- Responsible for analyzing and completing certificates of enrolment for RESPs and other external agencies. Must know and understand applicable government regulations governing the completion of such forms.
- Responsible for giving direction to students about Reviews of Assigned Standing; for sending requests to the Faculty and or Department; for following up if necessary; for communicating the decision to the student; for informing student about the process of Senate appeals if requested.
- Provides information about fee assessments; exercises judgment and makes decisions to defer fees and or change assessments (including the refund of non-refundable fees). Resolves issues. Makes students aware of self-service payment options; trains them on request.
- Is responsible for revising and maintaining knowledge database and for identifying and remedying content that should be available to students through Ask Me UBC.
- Is knowledgeable about advances in technology and learning initiatives at the university; identifies and participates in implementing ways in which students can be supported.
- Participates as a team member and or team coordinator on various service improvements, training and other strategic projects within the unit. Makes formal presentations to stakeholders.
- Participates in cross training in Recruitment, Admissions, Records, Registration and other areas as appropriate.
- Participates in the selection and supervision of staff and student assistants (on a rotating basis); participates in the training of same.
- Acts as cashier and accounts for various fees (including tuition fees).
- Is knowledgeable about customer service principles and provides service that is excellent, seamless and accessible. Deals with customer service complaints. Resolves complaints or negotiates with senior staff in other areas to remedy the situation.
- Performs other duties related to the qualifications and requirements of the job.

Supervision Received

Works under administrative direction. Receives detailed instructions on the assignment of new duties and thereafter only on new or unusual problems.

Supervision Given

No supervision given. Explains work procedures and assists with the training of new staff and student assistants. Directs the work of student assistants and ensures that accuracy and production are maintained. Coordinates peers working on strategic projects. Has input into staff selection and may have input into performance evaluation of staff.

Consequence of Error/Judgement

Exercises judgment based on thorough knowledge of established policies and procedures. Using process improvement methodology, streamlines existing procedures; and or involves stakeholders and recommends changes to Assistant Registrar for process re-design. All information must be accurate and provided in a respectful, timely and supportive way. Failure to provide service that meets



these standards affects public perception of student services and or the university, including the university's reputation. Failure to provide correct information to prospective students could impact their ability to be admitted to the university.

Qualifications

High school graduation plus one year post-secondary education with training in office procedures and practices. University graduation preferred. Minimum four years of related experience or three years of relevant UBC experience, preferably in a student services environment. Computer experience required (Word, Excel, Access, Outlook, UBC AS, UBC SIS, UBC FMIS, UBC IHRIS and Internet preferred). Call centre experience required. Knowledge of university and departmental policies and procedures. Knowledge of university publications preferred. Knowledge of Freedom of Information and Protection of Privacy Act an asset. Ability to communicate effectively verbally and in writing. Effective interpersonal, client service and organizational skills. Ability to type 50 w.p.m. and to operate a normal range of office equipment. Ability to use word processing, spreadsheet, database, internet and electronic mail applications at an intermediate level. Ability to maintain accuracy and attention to detail. Ability to effectively manage multiple tasks and priorities. Ability to work both independently and within a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9788
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Unmatched Grade
Classification Title: Unique Job (Gr6) **Business Title:** Customer Service Representative Supervisor
Department: Student Housing
Salary: \$ 21.47 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-03-14
Job End Date: 2011-03-18
Funding Type: Self Funded
Other: Sessional
Date Closed: 2011-03-14 **Available Openings:** 20

Job Summary

Supervises the every day operation of Conferences and Accommodation services including but not limited to guest check ins, check outs, billing, special payment arrangements, and accommodation related transactions during the guest's stay. Liaises with various departmental staff, including: Housekeeping Supervisor on room status and allocation matters, Housestaff and Conference Services Managers on Conference related problems and Service and Utility Workers on maintenance matters. Directs and distributes work assignments to Customer Service Representatives(Front Counter 2). Trains Customer Service Representatives and monitors their performance to ensure that procedures and policy are properly adhered to. Assists with developmental projects and special assignments.

Organizational Status

Reports directly to the Front Desk Manager and takes direction from the Rooms Manager and Front Office Manager.

Works within well defined guidelines and procedures, but is expected to exercise some initiative and judgment in establishing priorities, assigning tasks and supervising Front Counter 2 Clerks to control production and accuracy of work. Is expected to have input into staff selection and evaluation.

Liaises with various departmental staff, including: Housekeeping Supervisor on room status and allocation matters, Housestaff and Conference Services Managers on Conference related problems and Service and Utility Workers on maintenance matters.

Work Performed

Checks guests in and out, verifies all pertinent information on registration cards and guest folios to ensure accurate entry of data into computer. Collects payment of room and miscellaneous charges from guests.

Responsible for balancing cash and receipts from guest payments and provides change to Customer Service Representatives as needed for their floats.

Trains Customer Service Representatives and monitors their performance to ensure that procedures and policy are properly adhered to. This involves assisting in staff training and completing staff evaluations.



The University of British Columbia

Staff Job Postings

Addresses guest complaints, consulting with and forwarding on any extraordinary problems to management.

Troubleshoots individual and group allocations.

Initiates Standard University Emergency Procedures when necessary thereby promoting guest safety and satisfaction.

Assists guests in operation of and related services of room phones.

Provides information concerning conferences, public services and tourism to guests.

Handles keys and maintains a strict measure of key control.

Reports and records daily maintenance requirements in order to maintain the quality and appearance of facilities.

Monitors and completes daily communication between shifts as well as staff across departments, by maintaining log books, writing memos and completing Shift Activity Reports.

Maintains the work area in a clean and orderly fashion.

Types reports or letters on occasion

Supervision Received

Expected to work with minimal supervision on routine tasks or minor guest problems and to consult with Front Desk Manager on any extraordinary problems, technical difficulties or policy concerns which might occur. Also takes direction from Rooms Manager and Front Office Manager.

Supervision Given

Directs and distributes work assignments to Customer Service Representatives, a small group of employees at lower classifications, in which case they are responsible for the accuracy, production, and control of the work unit.

May initiate and train new Customer Service Representatives in policies and procedures.

Consequence of Error/Judgement

Poor communication, inadequate training of lower level classifications, lack of tact and diplomacy, and or poor performance of front desk tasks can negatively impact revenue, jeopardize record keeping, damage the reputation of Conferences and Accommodation, reduce service levels, reduce guest satisfaction, and or require intervention by managers

Qualifications

High School Education with one year of post-secondary education with training in office procedures and practices. Hospitality Industry training an asset. Minimum three years' related experience or one years relevant UBC Experience preferred. Excellent customer services skills. Good verbal communication and excellent telephone manner. Ability to supervise staff and co-ordinate work assignments without on-going direction. Ability to maintain accuracy and attention to detail. Ability to operate computerized systems. Ability to use word processing, spreadsheet and email at an intermediate level (MS office preferred).

Ability to type 50 w.p.m. Ability to operate the normal range of office equipment. Ability to work flexible day and evening shifts.



The University of British Columbia

Staff Job Postings

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9782
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level A **Business Title:** Executive Assistant to the Dean
Department: Science, Dean's Office
Salary: \$43,809.00 - \$52,592.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-02-24 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-14 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

Responsible for senior level management of the Dean's activities, managing projects and activities, conducting faculty-related research for the Dean, liaising with Associate Deans, Heads, Directors, Deans, senior University officials and industry and government officials, as well as scientists and officials from national and international committees. Manages a variety of ongoing, annual and one-time academic projects and activities within the Office of the Dean.

Organizational Status

This position reports to the Senior Administrator, but works directly with the Dean on a daily basis, and works closely with the Assistant Dean, Finance & Administration, Associate Deans, and Department Heads as well as frequent interaction with senior university officials and other UBC Faculties and units. This position liaises with industry and government officials, as well as researchers from other universities and external agencies.

Work Performed

Serves as the primary contact for the Dean; communicates on behalf of the Dean as directed.

Assists the Dean with a variety of special projects and reports. Manages a variety of ongoing, annual and one-time academic projects and activities. Participates in the conceptualization and implementation of projects. Collaborates in the establishment of project timelines, milestones and deliverables. Oversees project progress, liaises as necessary, and ensures timelines are met. Follows up and takes action as necessary to help ensure project targets are met.

Researches and compiles information from a variety of sources to be used by the Dean. Researches, analyzes and generates reports for a variety of academic and monitoring purposes using databases, spreadsheets, the Internet, and other media. Assists with the composition and editing of reports, presentations and communication materials for distribution.

Manages the faculty promotion and tenure process for the Dean's Advisory Committee on Promotion and Tenure (DACOPAT). Establishes timelines. Ensures faculty promotion and tenure case files are in compliance and follows up with Department Heads as necessary. Determines and flags problematic cases for early review by the Dean. Prioritizes cases and determines meeting agendas and schedule of meetings. Provides guidance to Department Heads and administrators on process. Organizes the Dean's Advisory



The University of British Columbia

Staff Job Postings

Committee on Promotion and Tenure (DACOPAT), manages rotation of membership and ensures appropriate balance. Liaises with the members of the Dean's Advisory Committee on Promotion and Tenure (DACOPAT), Department Heads, and Faculty Relations.

Manages the Science Achievements Awards for the Faculty of Science. Organizes and rotates membership of the Science Achievement Awards Committee. Serves as a sitting member of the Committee which is responsible for vetting nominations of faculty, staff, and students from all the Science Departments and selecting award recipients. Provides guidance to Heads and the Committee and interprets policies and procedures related to the awards. Ensures financial awards are issued to recipients. Oversees recognition event.

Contributes to strategic planning and policy development for the Faculty during weekly meetings of the Dean's executive team.

Researches and provides background material for the Heads meetings; establishes agendas; follows up on action items; and coordinates implementation of decisions.

Organizes the content of communications and planning meetings, such as the Heads' retreat, Faculty town halls, and focus groups. This includes researching topics for discussion, coordinating and determining agenda topics, and preparing communications materials.

Organizes administrative workflow including process redesign and participating in the selection and training of new staff. Manages several records systems.

Serves as project coordinator for the interior design of the Dean's space in the new Earth Sciences Building (planned for Summer 2012) and sits as a Faculty representative on the User group committee. Oversees renovation projects within the Dean's Office.

Provides executive coordinator support in areas such as determining access to the Dean and which information is brought to the Dean's attention for decision-making. Maintains appropriate liaison between the Dean and the Dean's counterparts on-campus and externally. Determines appropriate course of action or referral of matters to the Dean.

Works with senior management of the Dean's Office to carry out strategic goals and initiatives. Completes other duties as required to assist the Dean and the Senior Administrator.

Supervision Received

Works independently under broad directions, but reports to the Senior Administrator and the Dean. Work is reviewed in terms of effectiveness within established policies and guidelines.

Supervision Given

Oversees temporary staff and contributes to decisions concerning staff recruiting and workflow.

Consequence of Error/Judgement

Judgment and initiative exercised is considerable. The Dean's office routinely deals with sensitive and high priority issues. Tact and discretion in dealing with confidential and sensitive matters is essential. If confidentiality is mishandled or breached, professional and academic careers may be affected. Disseminating incorrect information would greatly impact the reputation of the Dean and the Faculty as a whole. Failure to meet project targets or deadlines or lack of planning could adversely impact the reputation of the Dean and Faculty.

Qualifications

Undergraduate degree in a relevant discipline. . Minimum of two years experience or the equivalent combination of education and experience. Computer experience required (Word, Excel and PowerPoint preferred). Ability to maintain accuracy and attention to



The University of British Columbia

Staff Job Postings

detail. Ability to anticipate problems and issues and plan ahead. Must be able to effectively manage multiple projects tasks as well as multiple deadlines, prioritize effectively and adapt quickly and efficiently to change. Ability to effectively use word processing, spreadsheet, database and presentation applications at an intermediate level. (e.g., Outlook, MS Word, MS Excel) Must have strong and effective oral and written communication skills, interpersonal and organizational skills. Ability to work effectively independently and in a team environment. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to locate required information using a variety of methods (e.g., online information sources, manuals, expert sources). Ability to exercise tact and discretion. Ability to identify and respond to contentious or politically sensitive issues with discretion. Experience and demonstrated ability to work effectively with members of staff, faculty and senior management.

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9793
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Support Analyst
Department: UBC IT - Collaboration Apps.
Salary: \$43,809.00 - \$52,592.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01
Job End Date: 2011-10-31
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 2

Job Summary

As a member of UBC IT Collaboration Applications, provides support to UBC IT customers and end-users by providing technical support and resolving functional performance problems.

Organizational Status

Reports to the Collaboration Applications Team Lead, UBC IT. Will at times work directly under a more experienced Senior Support Analyst or Project Manager. Interacts directly with other University technology professionals, with faculty and staff, and with UBC customers and end-users for the provisioning and support of UBC IT products and services.

Normal office environment and off-site support. May be required to provide after regular business hours support as necessary. May be required to respond to pager and or cellular phone during regular business hours.

Work Performed

- Provides first level technical support to end-users customers of UBC IT by analyzing, troubleshooting, diagnosing and applying appropriate solutions to resolve end-user and customer issues.
 - Responsibilities will include accepting trouble reports from systems and end-users, logging tickets, analyzing and diagnosing incidents and problems.
 - Monitor networks and infrastructure systems and evaluate incidents, resolving or escalating where appropriate.
 - Assisting in first call resolution by applying appropriate troubleshooting strategies and applying work-arounds including altering code or parameters and technical specifications, testing and debugging programs and configurations, documenting errors and findings.
 - Acts as a contact for customer requests for UBC IT products and services.
 - Regularly oversees customer service processes for provisioning new services and routing requests for service appropriately.
 - Able to respond to requests and incidents according to Service Level Agreements and customer expectations.
 - Participates in analysis, scheduling and implementing application and or supporting middleware changes upgrades functionality improvements.
 - Ensuring that operational processes and documents are kept up to date.
 - Ensuring process documentation is maintained and providing reports and KPIs to management.
 - Interfaces with other ITS operational units to ensure technical requirements are clarified, documented and met (e.g.



The University of British Columbia

Staff Job Postings

escalations, non-business hours contacts, backup schedules, etc.); responsible for ensuring that application operating documents, both internal and external to the immediate Application and Database Administration team exist.

- Provides functional and technical training, presentations and consultation with end users customers.
- Will be required to provide off business hours support in situations requiring an urgent response.
- Performs off-site support visits with customers and or end users may be required.
- Performs other related duties as required.

Supervision Received

Reports to the Team Lead, Collaboration Applications, UBC IT. Receives general supervision and is expected to demonstrate initiative and operate with a minimum of supervision within areas of commodity enterprise proficiency (e.g. Microsoft based enterprise technology for a small to medium segment of campus users).

Supervision Given

No supervision is given.

Consequence of Error/Judgement

This position is expected to perform at senior level of technical proficiency providing enterprise IT services to UBC customers and end users. Consequences of error could translate to prolonged downtimes of mission critical applications at the individual, departmental or workgroup level.

Similarly, impact of decisions would affect the quality of service to customers and end users thereby possibly incurring additional operating costs, violating legal and other regulatory requirements, and or negatively impacting the public's perception of UBC.

Qualifications

Undergraduate degree in a relevant discipline. - Bachelor's degree in computer science, or other relevant discipline, or the equivalent in experience.

- ITIL certification (minimum of a basic level). Minimum of one year experience or the equivalent combination of education and experience. - A minimum one year of experience working with enterprise level networks, desktop software operating systems, email and other end user technologies. - Proficiency with standard desktop, laptop and hand-held operating systems.
- Knowledge of standard office productivity tools such as email, web browsers, word processing etc.
- Extensive knowledge of a wide variety of email applications and usage (installation, setup, creating backups, exporting mail, creating rules, managing contacts and calendars, migrating email between applications), particularly in relation to Microsoft Outlook, Entourage, Mac Mail and Thunderbird.
- Familiarity with Microsoft Exchange is an asset.
- Proficient knowledge of wired and wireless access protocols and configurations.
- Proficient knowledge of email protocols, standards and services such as POP, IMAP, SMTP, ActiveSync, Outlook Anywhere and Exchange Web Services. - Ability to communicate effectively (both oral and written) and impart information to audiences of mixed technical levels. - Ability to handle multiple priorities and activities at a time while meeting deadlines.
- Ability to work under pressure and with a minimum of supervision. - Ability to demonstrate a proactive approach to customer service and responsiveness to customer needs. - Ability to develop and deliver effective presentations. - Excellent interpersonal, team, and relationship-building skills.
- Ability to work effectively as part of a team and independently.
- Ability to problem solve and resolve conflicts

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members,



The University of British Columbia

Staff Job Postings

women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9795
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** Business Support Analyst
Department: Medicine - Dean's Office
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-08 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Business support analyst provides consultation services to clients to ensure effective, problem free use of collaboration technologies and related services within the Faculty of Medicine. The Business support analyst is responsible for conducting analysis of client requirements, recommending solutions, developing and enhancing processes to support client needs, conducting problem management activities and performing quality assurance. This role is customer facing and requires highly effective and efficient analytical, communication and conflict resolution skills. The role works closely with other MedIT units in delivering IT services and liaises between external business units, consultants and partners that assist in delivering IT services across the province of British Columbia.

Organizational Status

Reports to the Collaboration Technologies Operations Manager, MedIT

Work Performed

Major Responsibilities Include:

1. Provides customer service excellence to a diverse client base. Provides timely and effective service to executive level clients;
2. Exercises skilled judgment in offering clients appropriate services and levels of service based on expert knowledge of organizational service catalogue and established policies and agreements;
3. Resolves issues with difficult customers and diffuses conflict situations among technical and support staff, and stakeholders;
4. Defines the workflow in the transition to operations of new technologies. Aligns process development with client requirements
5. Analyzes the business support needs to ensure timely customer transactions and smooth escalation between support units
6. Monitors, adjusts and maintains processes through the service lifecycle.
7. Collect, synthesizes and analyzes user's requirements for collaboration technologies through data collection methods including focus groups, interviews and surveys.
8. Provides consultative services for the recommendation of appropriate solution sets.
9. Develops policies and procedures and contribute to the development of service level agreements.
10. Leads business process re-engineering initiatives in key areas to reduce manual intervention and human error, by automation or streamlining processes.



The University of British Columbia

Staff Job Postings

11. Track trends in service utilization and customer satisfaction and produce metrics using various tools.
12. Educates clients and external parties on process, procedures and technologies to enable a sustainable self-service model;
13. Plans quality assurance mechanisms to ensure real-time service delivery. Ensures accuracy of event schedules, eliminating conflicts and errors. Performs options analysis, weighs options, and proposes solutions with autonomy;
14. Recommends strategies for issue resolution during events in real-time.
15. Oversees the collection of service event data for problem management reporting. Synthesizes data, tracks trends and reports findings to management.
16. Liaises with internal MedIT staff and external parties through investigation and root cause analysis. Recommends solutions based on findings of root cause analysis.
17. Presents information and reports on service delivery to stakeholders, governing committees and upper management.
18. Other duties as assigned.;

Supervision Received

Works autonomously in accordance with general instructions, methods and procedures. Work is reviewed in terms of achievement of desired results and objectives

Supervision Given

This position does not supervise, but will be required to collaborate closely with IT AV staff and lead IT and business improvement initiatives related to service delivery.

Consequence of Error/Judgement

Work requires judgment and initiative. Errors could have a significant impact on the delivery of the Distributed Medical Undergraduate Program's curriculum with subsequent effects on Medical School Accreditation.

Qualifications

Undergraduate degree in a relevant discipline. - Undergraduate degree or diploma in IT, Business or a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. - Minimum of 3 years of work experience in a related field, OR the equivalent combination of education and experience.

- Experience in an active customer service role, particularly dealing with demanding and busy clients
- Working knowledge of enterprise collaboration technologies including video conferencing, audio conferencing, web conferencing and other associated technologies
- Experience with process flow diagrams, decision diagrams and other visual process aids
- Experience interfacing and manipulating databases, datasets, construction of queries, particularly within an enterprise reporting tool.
- Experience with quality assurance processes within a service delivery function
- Experience and understanding of enterprise scheduling tools
- Understanding of IT Service Management frameworks, particularly incident, problem and change management processes.
- Experience with an enterprise incident management tracking system.
- Experience in clients requirements analysis
- Experience leading technology initiatives. Ability to analyze and interpret data, determine implications, and provide recommendations Ability to communicate effectively verbally and in writing. Ability to effectively use job-related design and analysis applications. Ability to effectively deal with difficult people. Ability to determine the nature and urgency of inquiries and issues, and triage appropriately. Ability to lead change by creating a vision and taking appropriate action to ensure acceptance and support. - Ability to map requirements to technologies, and produce solution sets (a mix of tools for a desired purpose). Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to work effectively with minimal supervision.



The University of British Columbia

Staff Job Postings

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9818
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** Web and Business Coordinator, China Collaborations
Department: eHealth Strategy Office
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-10
Job End Date: 2012-03-09
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To plan, implement and coordinate an array of web-based strategies designed to enhance and promote the image and reputation of the eHealth Strategy Office in support of research, technology, and education projects. To develop and implement the strategy marketing plan for China collaborations of the eHealth Strategy Office, including: reviewing the China market, building fresh market ideas and thrusts, identifying and developing new prospective business relationships, and evaluating and pursuing business and educational opportunities with Chinese entities.

Organizational Status

Internal: The coordinator reports to the Director as well as to the Assistant Director, Technology & Innovation, eHealth Strategy Office. S he is expected to participate in the development of strategic plans, policies, and standards corresponding to the China collaborations and will work closely with the senior management. S he will liaise with staff within and outside the portfolio.

External: This position interacts with local and international organizations as both partners and prospects. This position deals with a broad range of stakeholders within an organization, ranging from senior level executives to human resources management.

Work Performed

Performs project scoping, planning, documenting and reporting;

Determines user needs and preferences with respect to graphic user interfaces, layouts and colour palettes;

Determines project specifications;

Monitors and documents project progress;

Develops technical and end user documentation, instructional materials and tutorials;

Assists in the web technology lead on iCON (InterCultural Online Health Network) 2.0 design and development, in particular the Chinese content;



The University of British Columbia

Staff Job Postings

Designs and develops software web pages in simplified and transitional Chinese languages to support Chinese and eHealth Strategy Office partnerships;

Designs, develops, formats, and manipulates images;

Integrates images within web pages, applications and systems;

Identifies and pursues new business opportunities in the China market;

Fosters relationships with potential partners and key decision-makers in the China market;

Creates and implements promotional initiatives for the China market;

Liaises with Chinese partners to forge collaborative relationships between Chinese entities and the eHealth Strategy Office;

Liaises with Canadian embassy personnel in China with regard to the hosting of education and health management summits;

Liaises with Canadian embassy personnel in China and Chinese university partners relating to issues concerning primary care and discussions of health care systems;

Liaises with Chinese media to forge collaborative relationship between Chinese community and the eHealth Strategy Office (e.g. appearances on Radio and TV interviews as a guest speaker);

Supervises the organization of Vancouver and Canadian summits;

Acts as consultant on the advancement of eHealth collaborations in China;

Builds and maintains good working relationships with external partners;

Collaborates with the research, technology, and education groups within the eHealth Strategy office on the development of proposals, projects and other initiatives corresponding to the China market;

Identifies Chinese funding sources to support the position in the form of cost recovery or revenue generation;

Performs other related duties.

Supervision Received

Reports to the Director, eHealth Strategy Office as well as to the Assistant Director of Technology & Innovation. Participates in setting goals and objectives for the China Collaborations segment of the department.

Supervision Given

The position has the potential for the management of a small business development team as the business grows, with this position providing direct supervision, guidance and strategic direction for this group.

Consequence of Error/Judgement

This position represents the eHealth Strategy Office. Incorrect decisions judgement will affect the department's reputation with key stakeholders and would have a direct impact on the financial performance of the department.



The University of British Columbia

Staff Job Postings

Qualifications

Undergraduate degree in a relevant discipline. University degree (Masters preferred) in Graphic Web Design, Mass Communication or Computer Engineering. Minimum of three years experience or the equivalent combination of education and experience. Minimum of three years of experience in communications, web strategy, public and media relations, journalism and or marketing, or an equivalent combination of education and experience. Experience with web design, web development, and graphic design work. Technical proficiency with HTML, CSS, SQL server, Macromedia Dreamweaver, Macromedia Fireworks, Adobe Illustrator, Adobe Photoshop, and other web authoring and graphics tools. Experience with Java, C#, PDA authoring tools. High level of familiarity with China's educational institutions and culture required. Experience working abroad (e.g., China) or with international partners preferred. Ability to develop and maintain cooperative and productive working relationships. Ability to work effectively independently and in a team environment. Ability to effectively manage multiple tasks and priorities. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to develop and deliver effective presentations and workshops. Ability to work in a fast-paced and changing environment. Ability to work effectively under pressure to manage deadlines. Effective organizational and negotiation skills. Ability to work with inter-institutional and or inter-disciplinary teams. Excellent verbal & written communication skills in both English & Chinese.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9797
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Operations Analyst
Department: Medicine - Dean's Office
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-08 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Operations analyst provides business analysis and process development expertise to ensure effective, problem free use of collaboration technologies and related services within the Faculty of Medicine. The Operations analyst is responsible for managing overarching operational support processes across the collaboration technologies service portfolio, leading functional requirements analysis and providing input to service alignment. The Operations Analyst oversees problem management functions and service performance analysis in order to drive efficiency into the delivery of collaboration services to the Faculty of Medicine.

This role interfaces with customers, support staff and management, and requires highly effective and efficient analytical, communication and business knowledge. The role works closely with other MedIT units in delivering IT services and liaises between external business units, consultants and partners that assist in delivering IT services across the province of British Columbia.

Organizational Status

Reports to the Collaboration Technologies Operations Manager, MedIT

Work Performed

Major Responsibilities Include:

1. Identify and manage linkages between processes and tasks to deliver collaboration technologies that span multiple support teams & functions.
2. Lead the development of processes and procedures to ensure service delivery is achieved across functional support units.
3. Provide consultative services to technical and business support staff in the development of procedures and processes.
4. Provide guidance and direction in the management of the knowledge base and other repositories for information
5. Perform gap analysis in business processes through available reporting mechanisms, and proactively develop systematized solutions to ensure smooth and efficient service delivery. Ensure that processes are as light-weight as possible and meet operational objectives.
6. Identify manual processes that are candidates for re-engineering and automation
7. Consult with users to gather requirements for their business needs. Lead working groups, survey creation and learning opportunities in order to define functional requirements
8. With a focus on continual service improvement, develop and recommend changes to applications or services, or new service



The University of British Columbia

Staff Job Postings

offerings based on functional requirements.

9. Develop use cases based on functional requirements and develop overall testing methodologies and documentation strategies for the analysis and selection of new products.

10. Identifies appropriate business questions to develop meaningful metrics for reporting on service performance - capacity, availability, utilization.

11. Develop reports using multiple datasets and collection methods in order to enable cross referencing and trend analysis across service offerings within Collaboration technologies.

12. Analyze reports and develop summaries based on analysis. Report to management on the health of service offerings; identify problem areas and potential mitigation and resolution strategies.

13. Champions the problem management lifecycle

14. Develops processes to enable streamlined data collection (through other processes), analysis and remediation of problems in service offerings.

15. Ensures that appropriate systems are in place to collect, sort and analyze data for problem management.

16. Leads the analysis of problem management data, identifies trends and oversees root cause analysis by technical and business support staff.

17. Conduct lead critical incident reviews. Apply logic, analysis and business knowledge to assist support staff in mitigating error and meeting customer needs.

18. Provides customer service excellence to a diverse client base

19. Communicates effectively with clients and stakeholders, both verbally and in writing to ensure problem free video conferencing operations

20. Presents information and reports on service delivery to stakeholders, governing committees and upper management.

21. Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

22. Performs other duties as required.

Supervision Received

Works autonomously in accordance with general instructions, methods and procedures. Work is reviewed in terms of achievement of desired results and objectives

Supervision Given

This position does not supervise, but will be required to lead initiatives in business process development, working closely with IT AV staff and lead IT and business improvement initiatives related to service delivery.

Consequence of Error/Judgement

Work requires judgment and initiative. Errors could have a significant impact on the delivery of the Distributed Medical Undergraduate Program's curriculum with subsequent effects on Medical School Accreditation.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree or diploma in IT, Business or a relevant discipline. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Minimum of 5 years of work experience in a related field, OR the equivalent combination of education and experience.

- Experience in an active customer service role, particularly dealing with demanding and busy clients
- Working knowledge of enterprise collaboration technologies including video conferencing, audio conferencing, web conferencing and other associated technologies
- Experience with process development methodologies, including process mapping, process flow diagrams, decision diagrams and other visual process aids
- Experience in developing, interfacing and manipulating multiple databases, datasets, development of relational tables and



The University of British Columbia

Staff Job Postings

construction of queries, particularly within an enterprise reporting tool.

- Experience and understanding of enterprise scheduling tools
- Understanding of IT Service Management frameworks, particularly incident, problem and change management processes.
- Experience with an enterprise incident management tracking system.
- Experience in leading clients requirements analysis
- Experience leading technology initiatives. - Strong analytical skills
- ability to visualize, articulate, and solve complex problems and concepts, and make decisions or recommendations based on available information Excellent oral and written communication, organizational and interpersonal skills Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to work effectively independently and in a team environment. Ability to make thoughtful, informed, and thorough decisions within a framework without consultation with management. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to foster the long-term learning and development of junior staff through coaching, managing performance, and mentoring. Ability to map requirements and use cases to test scripts in determining suitability of products for service offerings. Ability to analyze and redesign work flow business processes to make them more efficient and effective. - Ability to multi-task and prioritize work requests with little notice
- Ability to work on multiple projects and work in a fast-paced environment - Strong understanding of collaboration technologies features and functions

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9815
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Intermediate Programmer Analyst
Department: UBC IT - Academic Systems Mgmt
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To analyze, design, program and maintain the campus wide Student Information Systems (SIS) and other related systems for UBC.

Major responsibilities include: collaborating with administrative users and faculty in developing designs, systems, data analysis and documentation. Developing software with open source communities.

Developing and analyzing programs including new functional requirements and integration between various SIS systems. Investigating, evaluating and implementing new technologies including web services, rules engines, workflow engines, SOA components. Developing and setting coding and technical design standards for project development. Providing technical; expertise, support, training, presentations and consultation. Keeping abreast on current technologies; and performing other related duties.

The majority of the work will be performed at UBC's Point Grey campus. The Programmer Analyst may also work out of Robson Square and Okanagan campuses with occasional time at other institutions (not common). Some travel will be required to attend; industry conferences, workshops , etc.

Organizational Status

Reports to the Program or Implementation Manager - Student Systems.

Works very closely with; VPS Staff, Architects, Business Analysts, other Developers, QA staff, Subject Matter experts from various units faculties and Production Support staff. May be assigned to work on community source developments such as: Kuali Community, Google Web Tools community, JBoss Community, etc.

Work Performed

Tasks will include:

Analysis of requirements - this involves the development of a detailed understanding of the business needs. The Programmer Analyst will need to work closely with Business Analysts, faculty and department users to develop this understanding. The Programmer Analyst will be expected to ask for clarity and ensure that understanding gaps are identified and closed.



Design - the Programmer Analyst will be expected to develop, articulate and review with peers an architect their designs. The designs need to be clear and accessible and should confirm to the architectural framework established for the system as a whole.

Development - the Programmer Analyst will be expected to develop code to meet the business needs that utilizes the designs developed and reviewed. Code should be annotated with comments to assist in subsequent production support. The Programmer Analyst should arrange for a code review and anticipate adjustments to the code in light of this prior to the code being presented for promotion to a test region. The Programmer Analyst is also responsible for the development of data migration routines as may be required (using ETL tools) and the preparation of a promotion packages to affect the changed code functions into none development environments (test, production).

Testing - the Programmer Analyst is responsible for unit and integration testing - this means that a test plan should be prepared in advance and testing should conform to this. The test plan should consider the nature of the change addition to the system being made in order to recommend if a full regression test or a performance test should be required recommended. The Programmer Analyst should be prepared to support the User testing phases.

Documentation - the Programmer Analyst is expected to articulate their designs, their code and their test plans and to consider that these artifacts could be posted for public consumption either internally or as part of an open source community.

Packaging (for promotion) - the Programmer Analyst is responsible for the development of a promotion package that will implement the changes into test and production environments. They are responsible for the preparation of any additional information that might be required in order to hand over the operational management of this code set of functions to Production Support.

Technology - the Programmer Analyst is expected to keep current with computer trends and technologies and may be required to acquire skills in newer programming languages as our architecture and systems evolve. The Programmer Analyst may from time to time be asked to review a new technology or set of technologies on behalf of a project or the group and make recommendations as to its applicability.

Supervision Received

Works within Student Systems - Enrolment Services under the direct direction of; an Architect, a Program Manager, an Implementation Manager or the Business Manager.

Supervision Given

Is expected to provide guidance and coaching to more junior members of the team. Will conduct peer reviews of other the Programmer Analyst designs and code.

Consequence of Error/Judgement

The operations of the University are dependent on the running of the Student Information Systems. Code errors bugs that disrupt the operations of these systems has a reputational and potentially fiscal impact to the university.

Maintaining a diligent, disciplined and professional approach to the development of designs and code is a foundation for good operations and service.

Qualifications

Undergraduate degree in a relevant discipline. Bachelors in Computer Science preferred. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Experience in progressively more responsible systems-related work. Experience designing and developing Internet systems for PCs, Macintosh and UNIX. Familiarity with data modeling and ETL. Experience designing and implementing a Service



The University of British Columbia

Staff Job Postings

Oriented Architecture using SOAP. Experience with Oracle AS is a plus. Experience with SOA, web services, BPEL, and ESB is a big plus.

Knowledge of Object Oriented Analysis and Design and related design patterns. Conversant in Agile methodologies such as Lean, XP or Scrum. Knowledge of SDLC methodologies, preferably RUP & Agile methodologies. Long track record of implementing Enterprise solutions (SOA & JEE based). Excellent knowledge of core OO concepts, design techniques and patterns. Good knowledge of UML. Good knowledge of JUnit and unit testing concepts as well as TDD. Excellent knowledge of Java SE. Solid overall understanding of Java EE. Excellent knowledge of Servlets, JSP and JSTL. Excellent knowledge of the Struts framework. Very good knowledge of Hibernate and ORM concepts. Good knowledge of the Spring framework. Solid understanding of SQL & DB design. Solid understanding of configuration management concepts and tools, preferably SVN. Ability to communicate effectively verbally and in writing. Ability to effectively manage multiple tasks and priorities. Ability to analyze and interpret data, determine implications, and provide recommendations. Ability to train. Ability to work effectively independently and in a team environment. Ability to prioritize work effectively under pressure with changing requirements to meet deadlines.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9796
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Senior Programmer Analyst
Department: UBC IT - Development
Salary: \$73,448.00 - \$91,809.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-14
Job End Date: 2012-03-13
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

Job Summary

The Senior Programmer Analyst leads the analysis, design and review of existing or proposed system features and requirements and devises computer programs, systems and related procedures.

The Senior Programmer Analyst will play an important role in all aspects of the development of strategic Student Information Systems applications. These applications include the Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application Systems, Learning Management Systems as well as a number of third party provided modules.

Organizational Status

Interacts directly with other University technology professionals and with faculty, staff and students.

Reports to the Manager of Development, UBC-IT. On a daily basis, the position will work under the direction of a Project Program Manager while assigned to a development project.

Work Performed

Specific Duties:

- takes an active interest in current and upcoming technologies and works with the architects to provide input into both the Application and Technical architecture as they relate to the Student Information System and software development
- facilitates and conduct design and code reviews for other Programmer Analysts to ensure that they are efficient and meet our development standards.
- takes a leadership or teal lead role in coordinating the various design elements associated with software development. Senior developers work with other developers, UX Architects Designers and DBAs. Ensures that designs are incorporated into Technical Specifications as required.
- conducts testing of new or customized application modules to ensure application meets specifications.
- participates in project planning and implementation
- builds and maintains good working relationships and collaborates with others to achieve client objectives

Core Duties:



The University of British Columbia

Staff Job Postings

Provides technical leadership in the analysis and review of existing or proposed system features and integration, security, scalability and performance requirements with users, business analysts, architects and team members.

Leads the evaluation and selection process for application packages, and advises on options, risk, cost vs. benefits, and impacts on business processes and goals.

Develops system test plans, oversees testing of new or modified applications and ensures applications meet specifications.

Develops integration plans and ensures for the incorporation of plans into integration testing process.

Ensures documentation of functions and changes to new or modified modules, tests activities results, error handling and backup recovery procedures.

Designs, develops and programs specialized custom software, prepares functional specifications, and builds prototypes.

Provides expert advice on complex system design issues and contributes to ongoing planning and development of systems enhancements.

Packages in-house developed applications for production or integrates vendor supplied applications.

May manage small to medium sized projects.

Provides technical expertise, training, and consultation to other staff.

Provides ongoing maintenance and operational support for applications.

Supports software development lifecycle and applies and follows appropriate programming development methodologies and best practices as instructed.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

Supervision Received

Works autonomously in accordance with general instructions as to methods and procedures. Work is reviewed in terms of achievement of desired results.

Works under the general direction of the Manager of Development, Academic Systems, UBC-IT. Results are reviewed for achievement of overall and long term objectives.

The Senior Programmer Analyst also takes direction from the Project Manager for daily Project based activities and tasks.

Supervision Given

Providing guidance, coaching and technical leadership to more junior Programmer Analysts. Will conduct peer reviews of the designs and code. Will also provide feedback to the Manager of Development on other Programmer Analysts performance and recommendations for facilitating improvement.

In a project leader role, the Senior Programmer Analyst may direct and supervises work of other Programmer Analysts, Business Analysts, QAs, users and other staff assigned to projects.



The University of British Columbia

Staff Job Postings

May provide input recommendations into the hiring, evaluation, discipline and termination of staff.

Consequence of Error/Judgement

The position takes a pro-active leadership role in ensuring the reliability and high availability of UBC mission critical 7x24 systems including application monitoring, tier 2 support, problem analysis and resolution, and ensuring services meet or exceed customer service levels at all times.

Errors in judgment, poor planning, or failure to act decisively could have a detrimental effect on these systems. Unreliable systems and code errors that disrupt the operations of these system, or failure to meet contractual obligations for performance and availability will damage the reputation of UBC and UBC-IT. This could adversely impact the University community, including the large majority of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Makes decisions within established guidelines regarding the application of computing devices or programs to meet set requirements or makes decisions regarding solutions to defined problems.

The position takes a leadership role working with other Programmer Analysts, Build Engineers, Business Analysts and Quality Assurance staff in ensuring the highest quality of the software promoted into our UBC production environments.

Qualifications

Undergraduate degree in a relevant discipline. University degree or technical diploma in an IT-related discipline, preferably in Computer Science. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. A minimum of 8 years of experience doing progressively more responsible systems development work in designing, developing and implementing medium to large scale software applications.

In-depth knowledge of Student Information Systems is highly desirable. Demonstrated ongoing career development through active and self-motivated professional development. Very strong expert Java skills including experience with the current versions releases and an awareness of upcoming enhancements in the following technologies; JDK, Java Enterprise Edition (EE), Servlets, JSP, JSTL, UI Development tools and concepts (e.g. GWT, JSF, Swing, UX). Very strong knowledge and practical experience using many of the following; core Object Oriented Analysis and Design concepts, design techniques and patterns, UML, XML, Struts and Spring frameworks, Hibernate and ORM concepts, configuration management concepts and tools (e.g. build management, code repositories, version control), preferably Perforce, SVN, Ant, Maven. Strong understanding and experience with Testing best practices concepts (e.g. Test and Behavior Driven Development) and testing tools (e.g. JUnit, Cucumber, and concepts). Strong understanding and experience with Oracle, SQL, data modeling and database design. Strong project management skills including a working knowledge of SDLC methodologies, preferably RUP and Agile methodologies (e.g. Lean, XP or Scrum). Long track record with designing, developing and implementing Web Services. An understanding of Service Oriented Architecture (SOA) using SOAP would be beneficial. Some familiarity with designing and developing applications for mobile devices. Experience using PHP, Drupal and or Wordpress development tools environments would be beneficial. Experience using .net, C Sharp development tools environment would be beneficial. Experience using MS SQL Server and or MySQL would be beneficial. Experience with Customer Relationship Management systems (CRM), workflow and rules engines, BPEL and ESB would be beneficial. Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the "right people," within and beyond organizational boundaries, by matching individual capabilities and skills to the team's goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments. Converses with, writes reports for, and creates delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations. Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and



accountability. Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility. Describes and documents critical cross-functional business process flows. Applies business process reengineering techniques and methods in analyzing process flow and accountability charts. Recommends and advocates substantive process enhancements and assesses both internal and external implications. Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolve complex problems across all IT solutions.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9790
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Director, Communications & Technology
Department: Education, Dean's Office
Salary: \$73,448.00 - \$91,809.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-18 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-23 **Available Openings:** 1

Job Summary

The Director, Communications & Technology, is responsible for providing leadership for IT support and Instructional Design and Learning Technologies across the Faculty of Education and for building connections and leveraging opportunities in these areas across UBC and the higher education community. The incumbent directs and coordinates the communications & technology operations in the Faculty, which include information technology, instructional design and support, technology support to communications, and audio-visual and lab services.

This position reports to the Senior Associate Dean in the Dean's Office and works closely with the Dean and others in the Dean's Office, Faculty units and Faculty committees to set goals, priorities, and objectives for communications & technology supports in the Faculty of Education. The position builds and maintains relationships with the Faculty of Education departments, the School of Human Kinetics, all Education programs and units as well as with UBC Information Technology (UBC IT) and UBC's Centre for Teaching, Learning and Technology (CTLT) and other Faculties across campus. The position provides leadership in ensuring that these units optimally serve the administrative, research and instructional needs of the Faculty of Education.

The incumbent remains current on the latest research and innovations in communications and technologies, and builds from that knowledge to plan and coordinate projects, establish priorities, allocate resources, develop strategic plans and provide ongoing analysis of instructional and technical services in support of the administrative, research and teaching needs of all units and programs in the Faculty of Education. In particular, there is a need for building up support structures for innovative teaching and learning initiatives emanating from the academic departments. The position also advises and assists professionals from other technology centres at UBC in the design and set-up of technical, administrative and instructional support and corresponding policy, liaises with Learning and Information Technology centres across campus, nationally and internationally, leads and facilitates development, monitoring and evidence-based assessment of Administrative Learning Technologies and explores sources of funding and participates and contributes to the field of and e-learning by representing the Faculty of Education and UBC in national and international initiatives.

Organizational Status

This position reports to the Senior Associate Dean, and has considerable autonomy in implementing priorities and goals, coordinating activities of Computing & Media Services (CMS) and overseeing unit managers and staff. The incumbent works closely with the Dean, Associate Deans, Directors and others in the Dean's Office and Faculty Service Units.



Work Performed

- Is responsible for the leadership, vision, strategic planning, and management (including both personnel management and business management client development) of communications and technology operations.
- Directs the support, development and on-going evidence-based assessment of the information technology infrastructure, learning technologies, communications technologies and audio-visual and multi-media services in the Faculty of Education.
- Develops and advances, in collaboration with the Senior Associate Dean, an instructional support structure based on student-centred learning and interactive teaching.
- Encourages, initiates, and supports research and development projects that inform decisions about infrastructure and innovative instructional delivery.
- Provides leadership in establishing and maintaining collaborative projects on-campus and beyond through engagement with information technology and learning technologies initiatives such as CTLT and external organisations in support of using technology to support teaching, learning and research (such as Educause and the New Media Consortium).
- Establishes relationships within the UBC community to form partnerships in leveraging the Faculty's expertise in this area, as well as participating in knowledge creation and resource sharing opportunities.
- Represents the Faculty of Education on campus committees as required.
- Presents Education & UBC's e-Learning and Technology initiatives at local and national conferences.
- Participates, with the Senior Associate Dean and appropriate Faculty Committees, in the ongoing review, reconfiguration, implementation, and streamlining of information and instructional technology services, makes recommendations to the Senior Associate Dean and Faculty Committees for improvements, and implements these changes.
- Maintains familiarity with IT (information technology) and IS (instructional support) support services across UBC.
- Actively promotes and implements the UBC technology and instructional support where applicable within the Faculty of Education.

- Oversees technical aspects of implementation of online teaching evaluations in the Faculty of Education.
- Champions e-learning and administrative computing within the Faculty of Education and UBC.
- Works with local and external institutions in submitting applications for external funds to support on-going developments and innovations.
- Seeks and maintains partnerships with the corporate sector and other external funders.
- Provides day-to-day administration of the unit. In coordination with the Director, Finance & Administration, is responsible for staff performance evaluations, coordinating staff, recruiting new staff, and salary negotiations and financial management.
- Administers the business functioning of the unit, including client development.
- Performs others duties as required.

Supervision Received

The position reports to the Senior Associate Dean in the Faculty of Education Dean's Office and also takes direction from the Dean.

Supervision Given

Plans, directs, and reviews the activities of staff responsible for communications and technology infrastructure, including Computing & Media Services staff (M&P, unionized staff, and student assistants).

Consequence of Error/Judgement

This position is held accountable for the successful coordination and management of Computing & Media Services (CMS), ensuring that its services are appropriate and in synch with new learning theory and technological advances. The incumbent is directly responsible for the delivery of services, successful management of personnel, and accuracy and clarity in reporting of goals, objectives, and accomplishments. Effectiveness in these activities is critical to enable faculty, students, and staff to meet their research, teaching, and management responsibilities.



The University of British Columbia

Staff Job Postings

Ineffective management will impede the delivery of key services, such as technology support for research, teaching and learning, and will result in a loss of instructed hours, first-class research and by extension, necessary revenue for the Faculty of Education. Loss of service could completely paralyze these administrative and educational activities, and inadequate functioning will seriously curtail the mandate and overall performance of the Faculty of Education.

Qualifications

Undergraduate degree in a relevant discipline. Doctoral degree preferred, in field of Education Technologies, Communication and Computer Sciences, Social Sciences, or Education. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. Preferably with specialized experience in the design and implementation of technological support systems, ideally in support of education, communication, networking and or IT support needs. Experience in developing and managing integrated technical, instructional support and media services in a University or a similar large organization; experience in managing technical systems and procurement projects as well as planning for and implementing significant organizational change. Thorough understanding of enterprise-wide administrative and academic technology applications and systems. Good grasp of the theories, philosophies, technologies and assumptions underlying the delivery and processing of digital information. Demonstrated commitment to the research and teaching functions of the Faculty of Education and University of British Columbia. Excellent interpersonal skills to establish and maintain communication with academic clients, administrators and staff. Ability to take initiative, work with limited direction and handle the challenges of competing and often conflicting demands arising from providing services to a broad and diverse community of users under conditions of severe resource restraints. Excellent business, organization, leadership, project management, managerial and planning skills, and well developed written and verbal communication skills are required. Demonstrated experience in supervising and managing M&P and unionized staff.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9803
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level F **Business Title:** Client Service Manager, Level 1
Department: UBC IT - Client Services
Salary: \$87,264.00 - \$109,080.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01
Job End Date: 2013-03-29
Funding Type: Self Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

Job Summary

UBC's Information Technology department provides a wide variety of technology services designed to enable teaching, learning, and research across the University and in the broader, external higher education community. The Client Services group within UBC Information Technology is responsible for providing broad overall management of IT Services within a client portfolio and acting as their single point of contact for UBC IT's services, including obtaining and supporting services, and developing and reporting on performance measurements. The Client Service Manager develops IT business and project plans, policies, standards requirements, and budgets to ensure the successful implementation and operations of integrated, cost-effective IT services within the units and manages large scale projects comprising multiple systems and services that align or integrate campus-wide systems and services within the departments and faculties. The Client Service Manager is responsible for ensuring business needs within the faculties and departments are identified, and that requirements are understood and, working with staff and managers internally and externally, translates these needs into IT solutions.

The mandate of the Client Service Manager is to:

- . Lead the development of business and implementation plans, policies, standards, and budgets for projects and IT operations for a bundle of IT solutions provided to faculties and departments
- . Lead faculty integration projects to align IT systems and resources with Faculty and IT services working closely with the client project resources to integrate various technologies, and manage the transition of client IT services to a UBC IT supported model where appropriate
- . Lead reviews of IT services within the faculties and make recommendations for optimizing resources and develop associated plans
- . Translating client organizational needs into service requirements and portfolio directions.
- . Provide advice to faculties and departments, and propose strategic and tactical directions for IT departments across campus and for the UBC IT portfolio of services and business processes to align them with UBC's campus IT strategy
- . Ensure that business requirements for UBC's enterprise services are identified, developed, delivered and communicated to IT's customers for optimal effectiveness for the University community.
- . Work collaboratively with key customer stakeholders, internal stakeholders and other higher educational institutions to plan and deliver IT's portfolio of services to the UBC community.
- . Advises other IT professionals and senior leaders on campus on the effective use of IT products and services, including the selection of specific technologies
- . Analyzes and reviews functional requirements, system features, integration requirements, security requirements, scalability and performance requirements. Identifies implementation options, writes design and discussion documents, evaluates risks, benefits,



The University of British Columbia

Staff Job Postings

complexity and flexibility of the various options. Discusses approach and recommendations with systems staff and users and makes appropriate technology decisions for new and changing systems requirements.

Organizational Status

Reports to the Director, Client Services, UBC Information Technology and may have reporting relationships internally to other Directors where significant linkages exist between groups. Actively participates within UBC IT as a member of the UBC IT Leadership Team and as a member of the Client Services Group management team. Work is reviewed in terms of internal and external customer satisfaction and meeting overall goals. Authorized to act as required in emergency situations relating to the IT client portfolios.. Actively participates in UBC IT marketing and communications to key customers and user communities.

This position has interdependencies with:

UBC IT Infrastructure group, UBC IT Client Services Group, UBC IT Project Office, UBC IT Strategy group, UBC IT Human Resources groups, UBC IT Finance groups, senior members of departments and faculties, other IT groups on campus, and selected vendors providing ongoing contracted services to UBC IT.

Work Performed

Management

Works with the Director, Client Services and other Client Service Managers to establish a solid Client Service Management Framework that ensures all activities relating to the client portfolio of enterprise products and services are aligned with the UBC IT mission, vision, principles, goals and objectives. Develops and maintains active communications with the UBC community, customers and other user groups. Working collaboratively with community stakeholders, managers, and staff within UBC IT, develops project and business plans, policies, standards, and budgets for the implementation and ongoing support of services delivered to faculties and units, and develops the integration and implementation roadmaps in alignment with the business plans or IT roadmaps. Ensures appropriate service support design, service development and product service launch processes have been followed. Ensures the establishment of the necessary business processes for the integration of services including requirements gathering for the integration of services, support processes, provisioning processes, faculty and department communications activities relating to the integration and implementation projects, financial processes and budgets, launch activities, and ongoing operational support processes. Works with service teams follow appropriate business process and ITIL Service Management methodologies.

Product strategy

Working with customers within the UBC community, identifies opportunities for new products or services or enhancements to existing services to meet customer needs. Provides guidance to UBC IT managers on the client needs within the manager's individual service portfolios. Working with members of the UBC community, UBC IT staff and management, shapes the future direction of IT products and service strategy. Responsible for bringing the customer's needs into the lifecycle management of UBC's IT products and services portfolio and for ensuring the UBC IT is evolving these services to meet the needs of all customers to the greatest extent possible.

Project management

Leads cross-functional teams in the integration and implementation of enterprise services across UBC. Using a program approach, develops plans that may span multiple projects and involve resources from a variety of teams and units to deliver projects that integrate systems and services for a comprehensive IT services solution for client units. Projects may be phased and encompass many months to fully complete. May involve the design of new solutions that bring together a variety of disparate services within UBC IT and the Client Service Manager takes an active role in ensuring the solution continues to meet client needs in the future, even after the project completes. Ensures that business requirements are identified, that scope, budget and deliverables are understood and agreed to by both the client organization and UBC IT. Develops & manages with UBC managers the budget for the integration projects, and ensures appropriate ongoing financial support for the operation and expansion of service to the



faculties or business units. Provides oversight to the allocation of the annual budget to service owners. Seeks opportunities to increase cost effectiveness to their clients on a continuous basis.

Communications

Ensures good internal and external cross-team communications, manages complex reporting relationships, and exercises outstanding interpersonal skills, diplomacy and tact in working with customers, staff, managers, directors, and the UBC IT Management Team. Ensures effective channels of communication exist internally and externally. Builds and maintains good working relationships with other UBC IT groups, teams, colleagues and peers. Builds and maintains good working relationships with IT vendors. To be successful in these areas, the Client Service Manager builds strong relationships in both the client units and within UBC IT. The Client Service Manager also fosters strong relationships between UBC IT staff and client units to ensure both parties are aware of opportunities that may be created through the effective use of technology and that the client receives the comprehensive advice, timely information, and decision support they need in order to make the best possible decisions.

Consulting services

The Client Service Manager works with Faculties or key Administrative Department) to understand their business, and how their IT-related goals support the business. Upon request, leads IT reviews within client units, identifies opportunities for improvements, and works with the client units to implement those improvements. The Manager works with the client organization to identify their business needs, identify gaps, and develop the appropriate business or project plans to address gaps. The Manager ensures departments are aware of opportunities to make use of shared IT services available on campus. Where there are no departmental or faculty IT management, the manager provides the overall management of the integration of the campus wide IT services and provides guidance on overall IT operations. The manager ensures the priorities of the business units are included in IT priority setting. The manager is responsible for acting as the point-of-contact for their client units for IT related products and services, and ensures resolution to all requests for service, related questions, and support issues. The alignment of priorities and the single point of contact are two important outcomes for this role.

The Client Service Manager works with the Client and UBC IT to address issues of resourcing, implementation planning, communication, priority setting, delivery and service levels.

Customers

Overall responsibility and accountability for keeping customers informed on IT's development, implementation, operations, maintenance, enhancement, and support for all products and services within the UBC IT service portfolio. Measures operational performance indicators for their portfolio of clients. Oversees the development and maintenance of customer facing documentation. Ensure customers are informed on IT's business continuity and disaster recovery plans and for coordinating outage time with the customers such that these procedures can be tested on a regular basis.

Develops frameworks for measuring customer satisfaction with UBC IT's products and services within their assigned portfolio, and ensures mechanisms are in place to collect information about customer needs. Establishes and reports on customer satisfaction and service delivery metrics. Builds and sustains good working relationships with customers. Working with IT Managers, develops service agreements with customers. Proactively determines current and future customer needs. Conducts customer satisfaction surveys, reports and acts promptly on results.

Supervision Received

Works under the administrative direction of the Director, Client Services, UBC IT, Information Technology. Results are reviewed for achievement of overall and long term objectives and broad strategic goals. The Client Service Manager has interdependencies with the members of the UBC IT Leadership team. The Client Service Manager must be able to work independently and assume full responsibility for his her decisions.



The University of British Columbia

Staff Job Postings

Supervision Given

This position plans work related to and interacts with, a variety of roles that may include a combination of project managers, senior systems analysts, intermediate analysts, programmers, consultants, business analysts, quality assurance analysts, and users assigned to projects. Project direction responsibilities may include technical and user staff from UBC IT Infrastructure, UBC IT Support, UBC IT Applications, academic departments, customers, and other administrative units around campus.

Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Client Service Manager plays an important role in the formulation and implementation of the IT plans of a wide range of a Client groups. These units include academic units with responsibility for teaching, learning and scholarship, and administrative units responsible for the efficient, cost effective delivery of a wide range of services and processes that must meet the needs of students, faculty and staff.

The Client Service Manager also plays a key role in ensuring that these Clients receive the IT services and support required to achieve their mandates and strategic objectives.

As the Client Service Manager will be providing advice and assistance to numerous client groups, the impact of decisions, and the consequences of error will be serious and far reaching, affecting the budgets of many groups, as well as the efficient delivery of the Clients' mandates.

Qualifications

Post-graduate degree. University degree in a related discipline such as Marketing, Commerce, Business Administration, Computer Science, Engineering. Minimum of 10 years experience and 4 years managerial experience and 3 years specialized experience in the design and implementation of major computer systems or the equivalent combination of education and experience. Minimum of ten years of related experience including at least four years of managerial experience plus three years of specialized experience in the design and implementation of major computer systems, or the equivalent combination of education and experience.

At least 3-5 years project management or systems integration experience, or an equivalent combination of education and experience.

Strategic knowledge and 3-5 years experience working with IT products and services, such as Email, Portals, Blogs, Wiki's, Intranets, web and videoconferencing tools, networks, storage solutions.

At least 3 years experience developing business plans, communication strategies, marketing strategies, project charter and other management documents. Demonstrated ongoing career development through active and self-motivated professional development. Demonstrated track record and commitment to delivering results and proactively supporting the applications.

Experience developing operational processes required for service development, service management, service implementation, service delivery, and ongoing lifecycle management of services.

Experience in problem-solving, change management, budget development and financial management. Knowledge and experience working within ITIL processes and service management techniques. Knowledge of project management disciplines and best practices, applications development and implementation.

Experience in areas of strategic planning, tactical planning, project management, risk management, business process improvement, continuous improvement, quality assurance, research, applications development and maintenance, operations management and customer service. Exceptional interpersonal skills including excellent communication skills (reading, writing, listening, speaking, and



The University of British Columbia

Staff Job Postings

presentation). Effective leadership, consulting, facilitation, conflict resolution and negotiation and team-building skills are required. Ability to coach and mentor staff. Ability to build relationships and to consult with customers and potential customers. Ability to interact at all organizational levels.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9693
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Conf, Accom, Cerem & Events
Classification Title: Conf,Accom,Ceremonies, Level A **Business Title:** Event Coordinator
Department: eHealth Strategy Office
Salary: \$40,565.00 - \$48,697.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-04
Job End Date: 2012-04-03 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-14 **Available Openings:** 1

The mission of the Faculty of Medicine eHealth Strategy Office is purpose driven eHealth - to explore how modern information and communication technologies (e.g. cell phone, iPods, Internet, etc.) can enable, enhance, and fulfill the academic mission of education, research, knowledge translation and community engagement in the context of health care, ultimately leading to achieving social accountability of academia in partnership with communities.

Job Summary

To plan and arrange events initiatives that support eHealth's projects, objectives and targets. The Event Coordinator works with project managers and managers to initiate, develop, oversee and participate in the execution of promotional events and materials along with specific plans for workshops, programs and various events on behalf of the department. The Event Coordinator may also participate in communication planning under the guidance of project managers and or the Assistant Director.

Organizational Status

Reports to the Assistant Director of Education and works closely with the management team, the Multi-media and Communications Specialist and project managers.

Work Performed

Event Implementation:

Conceptualizes and creates core special events, develops event plans and carries out all arrangements around preparing for and managing successful events occurring simultaneously;

Researches and analyzes user needs and advises on all aspects of event management; documents recommendations; posts event data analysis, and disseminates results to management;

Develops, recommends and implements policies and procedures affecting event planning and administration of the various events;

Manages venue options and feasibility of locations and negotiates all event-related venue catering multimedia contracts ;

Provides direction in the design and development of promotional web sites, brochures, programs, electronic media, DVDs, sponsor and advertising materials for events;



The University of British Columbia

Staff Job Postings

Negotiates costs of event venues and services, makes travel arrangements, books speakers, videographers, etc. and organizes the production of handouts, programs and agendas for events;

Facilitates the participation of senior business and academic speakers in eHealth events, organizes recruiting efforts, and liaises and coordinates with volunteers, presenters, speakers and committee members;

Performs other events and duties consistent with the skills and level of the position.

Other:

Collaborates with the Multimedia and Communications Specialist and Management Team in creating an overall coordinated communications plan;

Coordinates and prepares content updates for the Office website and assists with the (re)development of the Office website and associated social media tools;

Develops and updates a detailed database of Office contacts - provincial, national and international;

Identifies and assists with media opportunities for events and projects within eHealth and maintains catalogue of eHealth media outputs (e.g. published and online newspaper articles);

Sets up booths and displays, disseminates reports, brochures, etc., and maintains digital files from eHealth presentations;

Oversees budget, prepares invoices, and liaises with project manager, departmental administrator and university finance department etc.;

Acts as the eHealth representative on various campus committees as needed.

Supervision Received

Reports to the Assistant Director of Education.

Supervision Given

Assigns tasks to project team members, students, assistants, and volunteers as required.

Consequence of Error/Judgement

Judgement and tact are required when communicating with others outside of the department, as well as when coordinating projects within the department. All communications outside of eHealth is representative of the department, and should be conducted in a professional and formal manner. Inappropriate judgment could potentially damage the reputation of eHealth, and could possibly have a negative impact on future partnerships. Inappropriate or poor messaging in communications content or delivery could have implications for funding and recruitment.

Qualifications

Two year diploma in Hotel Management, Hospitality, Tourism, or Event Management. Undergraduate degree in a relevant discipline preferred. Minimum of two years experience or the equivalent combination of education and experience. Ability to communicate effectively verbally and in writing. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to work effectively independently and in a team environment. Ability to exercise sound judgment. Ability to effectively manage



The University of British Columbia

Staff Job Postings

multiple tasks and priorities. Ability to prioritize time-critical event tasks, liaise with vendors venue providers, attendees and the media. Ability to exercise tact and discretion. Demonstrated ability to exercise diplomacy. Ability to work with various levels of senior administration and university personnel.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9789
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Program Manager, BodyWorks Fitness Centre
Department: School of Human Kinetics
Salary: \$47,315.00 - \$56,799.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-18
Job End Date: 2012-04-27
Funding Type: Self Funded
Other: Leave Replacement
Date Closed: 2011-03-14 **Available Openings:** 1

Job Summary

The Program Manager of the BodyWorks Fitness Centre is the primary program coordinator for all BodyWorks programs, classes and courses offered on and off the UBC campus. The Program Manager hires and oversees the activities of a team of Personal Trainers, Fitness Instructors, Fitness Centre Supervisors, Volunteers and Workshop Facilitators and ensure that the general operations of the fitness centre satisfy the expectations and requirements established by the Advisory Committee.

The Program Manager is responsible for the hiring and scheduling of staff to meet program objectives and helps develop and deliver specific staff training as appropriate for various positions such as Personal Trainers, Fitness Instructors, Fitness Centre Supervisors, Volunteers and Workshop Facilitators. He she also establishes performance criteria for subordinates and provides timely feedback on their performance.

Daily administrative work includes general operations of the BodyWorks Fitness Centre including facility equipment maintenance, scheduling, public relations, hiring, staff training evaluations, filing, appointing clients to Personal Trainers. The Program Manager acts as a case manager during the intake inquiry process for some high-risk patrons interested in the Changing Aging Program. He she may contact health care professionals regarding medical conditions functional capacity.

The Program Manager also seeks outreach program initiatives which provide further learning opportunities for HKIN students. The Program Manager is responsible for developing, implementing and maintaining new and existing programs. He She liaises with departmental staff, health professionals in the community and patrons of the fitness centre and joins committees where appropriate.

Organizational Status

The BodyWorks Fitness Centre is located at Osborne Centre Unit 1 and is an Outreach Program of the School of Human Kinetics. It caters specifically to adults including seniors in the UBC Changing Aging Program (an exercise program for 60+). It provides placement opportunities for Human Kinetics students. The Program Manager interacts with faculty, students, the general public, and departmental staff regarding the safe and proper use of equipment and all fitness programs.

Work Performed

Program Delivery Responsibilities:

- Appoints all Changing Aging and BodyWorks Registrants to appropriate Personal Trainers when necessary.
- Develops and implements outreach fitness programs within UBC campus and in Lower Mainland Communities for special populations, adults and older adults.



- Liaises with and offers consulting for health care practitioners serving British Columbia.
- Joins the advisory groups of organizations relating to older adults where appropriate to represent the School and the BodyWorks Fitness Centre.
- Monitors prescribed exercise programs which Personal Trainers have created.
- Provides motivation and feedback to all patrons and staff.
- Performs fitness evaluations for high risk clients and establishes exercises as required.
- Arranges Volunteers with high-risk clientele
- Regularly accepts HKIN undergraduate interns providing a mentoring opportunity and creating a chance for them to learn leadership and administrative skills and responsibilities.
- Provides mentoring to HKIN undergraduate students on fitness industry certifications standards and requirements

Administrative Responsibilities:

- Prepares and submits reports to the Advisory Committee on strategic planning and operational progress of programs.
- Work closely with the Advisory Committee to ensure effective liaison between the School and Community.
- Ensures that all programs and services offered are properly administered.
- Serves as a source of advice and support for instructors in meeting specific needs of program, clients; assists instructors in troubleshooting and problem resolution.
- Ensures staff are certified and assists with certification and or related training as appropriate.
- Keeps informed of Fitness Centre policies and procedures and the enforcement thereof.
- Communicates in a pleasant, courteous manner and gives responsive service to all patrons of the facility.
- Creates and updates Personal Trainer profiles for patrons to view.
- Creates contests and incentives for patron interaction and challenges
- Assists the Registration Office with the processing of memberships, refunds and sales of HKIN supplies when necessary for academia and all Outreach Programs of the School of Human Kinetics.
- Carries out other related duties as necessary in keeping with the requirements and qualifications of the job.

Marketing Responsibilities:

- Markets programs to the general public by performing a needs assessment survey.
- Develops program brochures and posters for distribution; assisting with the maintenance of the facility's web page and other related promotional informational material.
- Creates quarterly newsletters for distribution.
- Promotes the BodyWorks Fitness Centre and the School of Human Kinetics

Provides Assistance to the Program Director with the Following:

- Identifies and prepares the Centre's annual and quarterly goals in harmony with the goals of the School of Human Kinetics.
- Provides decisions and leadership for the planning, growth and development of the Centre.
- Initiates and develops promotional activities for the BodyWorks Fitness Centre's programs.
- Develops and implements fitness and lifestyle related workshops courses as requested needed in the Fitness Centre, academic community as well as the community at large.
- Represents the BodyWorks Fitness Centre within the School and community, serving on appropriate committees or boards.
- Develops community-based fitness programs utilizing the Fitness Centre.
- Hires, trains, supervises and evaluates performance of Fitness Centre program delivery staff.
- Develops new programs within the university community that will keep the fitness centre a self-sustaining and viable entity during times of change and economic uncertainty.

Program Evaluation Responsibilities:

- Evaluates all programs and services before, during and after scheduled terms.
- Utilizes survey data to plan, modify and set appropriate goals and strategies.

Equipment Responsibilities:

- Ensures Fitness Instructors and Personal Trainers have proper fitness training techniques, utilize steps for injury prevention, ensure the proper use of equipment, safe facilities and adequate certification of all support staff.



The University of British Columbia

Staff Job Postings

- Accepts the overall supervision of the Fitness Centre's day to day operations ensuring the safety and security of patrons and staff.
- Orders equipment and spare parts from manufacturers and fitness equipment companies.
- Places work orders for damaged equipment.
- Participates on the HKIN Safety Committee; showing due diligence by regularly inspecting, documenting, and following-up on all facility safety security hazards, accidents and near misses

Supervision Received

Reports to the Faculty Director, G. Barry Legh, and works under minimum supervision, performs most duties independently.

Supervision Given

The Program Manager will be responsible for the supervision, training and evaluation of program support staff student workers as required. Scheduling of part-time staff (N=<25), which includes Personal Trainers, Fitness Instructors, Fitness Centre Supervisors, Volunteers and Workshop Facilitators. Trains, directs and evaluates part-time staff in the daily operations, policies and procedures of the fitness centre

Consequence of Error/Judgement

This is a position of trust as it delivers programs to healthy and vulnerable adults, and older adults from the community at large. Errors could result in personal injury, financial loss as well as in damage to the reputation of the School of Human Kinetics and the University of British Columbia

Qualifications

Undergraduate degree in a relevant discipline. -University degree required - Bachelors of Human Kinetics or related degree. Minimum of four years experience or the equivalent combination of education and experience. Requires documented experience directly related to exercise programming for the elderly and those with clinical disabilities along with proven leadership and or supervisory experience. Valid Personal Training Certificate: CSEP Certified Personal Trainer (CPT) or Certified Exercise Physiologist (CEP), BCPRA Personal Trainer certification (with the successful completion of the Third Age Course), NSCA Certified Personal Trainer (CPT) or Certified Strength and Conditioning Specialist (CSCS) or ACSM - Certified Clinical Exercise Specialist (ACSM-CES). Ability to develop and implement health and fitness programs.

Knowledge and understanding of health and fitness training for clinical populations and the instruction of principles, methods, procedures and standards. Ability to market fitness programs to the general public including seniors. Ability to assess training requirements and develop, coordinate, lead, and evaluate training. Ability to assist clients in identifying appropriate courses of action. Requires comprehensive knowledge of clinical exercise testing and field fitness testing procedures and standards. Ability to provide quality service to customers in a courteous, patient manner to all clients including healthy and vulnerable adults, and older adults. Ability to develop and maintain cooperative and productive working relationships. Knowledge of employee recruitment and employment principles. A valid Fitness Instructor Certificate: BCRPA Group Fitness certification (with Older Adults specialty) or equivalent.. Special consideration will be given to applicants with ACSM Certified Exercise Specialist certification, or ACSM Registered Exercise Physiologist certification.

-Valid CPR AED and First Aid certifications. A good working knowledge of:

Computer software including: Microsoft Office (Word, Excel, Power Point, Publisher), electronic mail, and web browsers

Computers including: hardware, printers, scanners, storage devices and other peripherals Excellent problem solving and conflict resolution skills. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Must be able to follow written and oral requests accurately.

Ability to read, understand and follow and enforce safety procedures. Strong interpersonal and communication skills and the ability to work professionally with faculty, staff, patrons, and students. Ability to independently plan work schedules and assign duties. Ability to work under minimum supervision with a flexible work schedule. Sound knowledge of fitness equipment and certified exercise techniques. Good physical health and mobility for lifting, bending, reaching, spotting, and coaching. Ability to attends regular conferences, workshops and or seminars to keep abreast of concepts ideas approaches on exercise for older



The University of British Columbia

Staff Job Postings

adults. Must have active interests in:

- Sports Recreation Physical Education Health and Fitness.
- Leading a healthy and physically active lifestyle.
- Disease prevention and management.
- Working with adults & older adults with and without medical conditions.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9638 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C **Business Title:** Manager, Research and Evaluation
Department: UBC Learning Exchange
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01
Job End Date: 2011-12-15 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2011-03-26 **Available Openings:** 1

Job Summary

BACKGROUND:

The Learning Exchange is one of the key components of UBC's Place and Promise strategic plan. It is intended to address the Community Engagement commitments, while at the same time meeting the plan's goals related to student learning and providing a unique and dynamic experience for UBC students. In support of the strategic goals of the Learning Exchange and the university related to Community Service-Learning (CSL), the UBC-Community Learning Initiative (UBC-CLI) has been created to develop and evaluate an innovative model for curricular CSL in British Columbia.

The UBC-CLI is intended to enhance students' academic learning and their capacity for global citizenship while strengthening civil society and advancing sustainability, key elements of UBC's vision. The UBC-CLI's specific goals are to:

- . enhance students' learning about themselves and their roles as global citizens; about critical community issues; and about academic fields of knowledge through curricular community service-learning opportunities
- . apply the resources of the university (people, knowledge, and methods of inquiry) to critical community issues (social, ecological, and economic)
- . build the capacity of the university and community organizations to engage in successful university-community partnerships
- . evaluate the processes and outcomes of the UBC-CLI and disseminate the results so that the lessons learned may advance the CSL field.

JOB SUMMARY:

The Manager, Research and Evaluation, is responsible for managing evaluation related to course-based Community Service Learning (CSL) and Community-Based Research (CBR) at UBC. S he will work with faculty, staff, and students across the university and representatives from community organizations to evaluate CSL and CBR's contribution to the achievement of the University's strategic goals. S he is also responsible for creating linkages among faculty and students doing research about CSL and CBR and ensuring that research findings inform UBC's practices in CSL and CBR. S he is responsible for establishing and implementing a framework to integrate CSL and CBR-related research and evaluation efforts undertaken throughout the university. Specifically, s he is responsible for facilitating the collection and use of evaluation data that can be used to promote best practices in CSL and CBR at multiple levels: institutional, faculty-specific, community setting-specific, and at the level of particular CSL or CBR projects. A particular focus for the position will be the design and implementation of innovative evaluation approaches to enable particular networks of people doing CSL or CBR projects to articulate their project objectives and assess their progress systematically so that they can stay on track as the project evolves and evaluate the success of the project at its termination. The manager is also responsible for overseeing the development of 'communities of practice' to enable CSL and CBR partners



The University of British Columbia

Staff Job Postings

(students, faculty, staff, and community representatives) to share information and experiences and learn about best practices in the field of Community University Engagement (CUE).

Organizational Status

Reports to the Associate Director, UBC-CLI.

Within the Learning Exchange and UBC-CLI, the manager works with management and program staff. S he manages the UBC-CLI Research and Evaluation Team - including the UBC-CLI Program Assistant and the Research Assistant. S he participates in Learning Exchange and UBC-CLI decision-making bodies as appropriate.

Within UBC, s he works with a wide range of faculty, course instructors, and staff from various faculties, schools, and units to assess the impacts of CSL and CBR programs, to raise awareness about CSL and CBR and to continuously improve the quality of CSL and CBR programs at UBC.

External to UBC, s he works with staff and volunteers in the not-for-profit sector, public schools, business, and government to assess the impact of UBC's CSL and CBR programs. S he liaises with staff, researchers and faculty working on CSL and CBR programs within other post-secondary institutions. S he works with other stakeholder groups, as appropriate and relevant to position.

Work Performed

- Establish and implement a framework to integrate CSL and CBR-related research and evaluation efforts undertaken throughout the university.
- Ensure that evaluation and research findings inform the use of best practices for CSL and CBR at UBC
- Develop and facilitate the use of policies, practices, and protocols to enable specific CSL and CBR project networks to establish objectives and assess their progress and adapt as necessary during the process of implementing projects and to assess project outcomes upon project completion
- Develop methodologies for evaluating the impacts of course-based CSL and CBR at UBC and the contribution of CSL and CBR to the achievement of institutional, faculty and community strategic objectives, including student learning outcomes.
- Liaise with UBC's Office of Planning and Institutional Research to ensure evaluation of CSL and CBR programs contributes to and aligns with the achievement of the institution's overall strategic objectives. Collaborate with PAIR to determine the effect of UBC's CSL and CBR activities on NSSE scores. Collaborate with PAIR to incorporate relevant outcome assessments in post-graduation surveys conducted by PAIR.
- Collaborate with relevant units (e.g., Student Services, PAIR) to develop systems for monitoring student participation in CSL and CBR across the university.
- Create linkages among faculty and students doing research about CSL and CBR and ensuring that research findings inform UBC's practices in CSL and CBR.
- Ensure the Faculty-based CSL coordinators are equipped with the knowledge and tools needed to gather data relevant to the outcomes of faculty-based CSL and CBR activities. Develop methods for the inclusion of this data in relevant reports (e.g., annual progress reports. Ensure that coordinators' experiences with evaluation methods and tools inform the periodic refinement and revision of these evaluation methods and instruments.
- Support faculty and student researchers to define CSL and CBR research questions that contribute to and align with the institution's overall strategic goals. Ensure research findings are utilized to advance and improve upon CSL and CBR programming within UBC and within the community university engagement field generally.
- Provide leadership to the research and evaluation team within the UBC-CLI, which includes the Research Assistant and the UBC-CLI Program Assistant.
- Develop training, communications, and other resource materials, including manuals, website materials, PowerPoint presentations, and reports to support best practice and continuous improvement in the provision of CSL and CBR programs at UBC.
- Develop and deliver presentations to faculty, students, and community partners on relevant topics, e.g., best practices in the assessment of outcomes of CSL, findings from evaluation studies of CSL and CBR at UBC, innovative ways to use evaluation to promote success in CSL and CBR.
- Act as a delegate for the Associate Director of the UBC-CLI, as necessary.



- Raise awareness about the impacts of CSL and CBR programs, and best practices in the provision of CSL and CBR programs among faculty, staff, students, and community partners through workshops, presentations, online fora and written materials.
- Identify the necessary tools and processes for establishing CSL and CBR communities of practice that include UBC staff, faculty, students and community partners. Ensure that research and evaluation findings are shared with, and contribute to the strength and vitality of, these communities.
- Contribute to the knowledge base in relation to CSL and CBR theory and practice. Raise awareness about the outcomes achieved and lessons learned through UBC's community university engagement work.
- Participate in strategic planning processes related to community-university engagement.
- Other related duties as required.

Supervision Received

This position is expected to function under the direction of the Associate Director, UBC-CLI, and according to established objectives and guidelines. Recommendations are normally accepted as accurate and feasible. Work is reviewed for achievement of university goals, and soundness of advice and judgment.

Supervision Given

The Manager, Research and Evaluation is responsible for functional supervision of UBC-CLI staff, including program coordinators, program assistants, and research assistants. She acts as a delegate for the Associate Director of the UBC-CLI.

Consequence of Error/Judgement

The Manager, Research and Evaluation must exercise tact and diplomacy in interacting with students, staff, alumni and course instructors from UBC, staff at community organizations, and individual community members. The Learning Exchange and UBC-CLI have a growing profile in the community and engage program participants in situations that they have often not experienced previously. All program staff must be aware of the need to minimize risk to participants and maximize the perceived and actual sensitivity of the program and the university to community issues. As the department is handling confidential information, the Manager must understand and respect the principles of confidentiality. Errors in judgment or the disclosure of confidential information could have very public consequences, affecting the reputation of the UBC-CLI, the UBC Learning Exchange, and or resulting in embarrassment to the University of British Columbia and its senior administration.

Qualifications

Master's degree in Education. - Master's degree in a related field required. Minimum of six years experience or the equivalent combination of education and experience. - Minimum six years experience where management and leadership capacities have been demonstrated, preferably including exposure to a university environment, or comparable combination of community-university experience

- Experience planning, implementing, and evaluating programs required
 - Experience in report-writing required
 - Experience in community development required
 - Experience conducting community based research required
 - Experience analyzing and interpreting qualitative and quantitative social science research data required
 - Experience facilitating groups required
 - Experience developing and delivering presentations required
 - Experience working with various community sectors required (e.g., not-for-profit, social service or health care organizations, schools, and small businesses)
 - Experience in adult education an asset
 - Experience working with university students an asset
 - Experience in university settings an asset
 - Experience in strategic planning an asset. Excellent interpersonal and leadership skills. Both goal and process-oriented
- Ability to work effectively independently and in a team environment. Demonstrated ability to work collaboratively with a variety



The University of British Columbia

Staff Job Postings

of different stakeholders. Ability to work effectively across diverse cultures, e.g., to work with students, professionals in the community, and faculty members Excellent communication skills, both verbal and written. - Excellent organizational skills, including ability to organize and promote events Ability to manage a demanding workload by determining priorities, planning ahead and anticipating problems. Excellent problem-solving skills, flexibility, and adaptability Knowledge and skill in research and data analysis; using both qualitative and quantitative methods

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9825
Location: Robson Square
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C2 **Business Title:** Senior Program Leader
Department: Continuing Studies
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-21 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

In conjunction with the Director and Managing Director of UBC Continuing Studies Technology, Media, and Professional Programs ("TMAP"), the Senior Program Leader is responsible for the overall planning, development, design and delivery of all Certificate Programs and related educational offerings within a cost recovery operation. The Senior Program Leader works collaboratively within the TMAP team to promote excellence in the delivery of courses and quality of instruction. Highly knowledgeable about continuing education information technology as well as business processes and strategies, the Senior Program Leader strives to develop quality "leading edge" courses and programs while creating profile and visibility with both business and industry.

Organizational Status

The Senior Program Leader supervises staff comprising of subordinate managers, support staff, consultants, instructors, online tutors, contractors, and curriculum developers. This position reports to the Director and Managing Director of TMAP.

Work Performed

Programs: Creates, maintains and evaluates market oriented programs as appropriate to retain first class reputation of UBC programs. Creates programs to attract new students. Plans schedule of course offerings. Ensures technical requirements for courses are communicated to technical support staff. Develops and reaches yearly financial goals.

Leadership: Provides senior leadership on Continuing Studies initiatives including cross unit development or management of educational programs. Provides leadership and guidance to other TMAP Program Leaders in the areas of marketing, program administration, and best practices.

Instructors: Hires instructors and evaluates performance. Reviews resumes, interviews and negotiates salaries within departmental guidelines. Works with instructors to set objectives, provide orientation training sessions, and ensures quality materials. Reviews course objectives and ensures continuity between courses.

Students: Provides educational and career counseling to assist students determine the appropriate courses and levels of difficulty based on current knowledge and anticipated career paths. Creates comprehensive student communication plan and participates in information promotional sessions. Reviews student enrolment levels with regards to course offerings and course



The University of British Columbia

Staff Job Postings

cancellations.

Marketing and Promotion: Develops marketing message and promotional copy for print and electronic media. Writes course descriptions. Works with marketing department to ensure strategies are in place. Develops relationships on campus and in the external community, acting as a "champion".

Finance: Works within a team to establish optimal allocation of resources for course delivery and support. Assumes final responsibility for program budgets and monitors budgets to actuals for reporting purposes. Oversees program requisitions and payments.

Record Keeping: Ensures that processes and procedures are in place for appropriate record keeping. Assumes ultimate responsibility for accuracy of student records.

Performs other duties related to the qualifications and requirements of the job.

The normal work environment for this position is a dedicated office at UBC Robson Square, but there may be requirements to work in other locations as well.

Supervision Received

Formally reports to the Director and Managing Director of TMaP, within the overall policies and procedures of the department. Works collaboratively in a team structure, while demonstrating capability to work independently in carrying out areas of responsibility.

Supervision Given

Supervises staff comprising of between 15-40 instructors, subordinate managers, support staff, consultants, online tutors, contractors, and curriculum developers.

Consequence of Error/Judgement

The position involves leadership in innovation, particularly in new pedagogical approaches and in the application of learning technologies. Failure to provide this leadership and to guide implementation of new initiatives that foster and enhance effective teaching and learning, and increase student access to learning opportunities, or poor decision-making in this regard, will have severe negative implications for UBC Continuing Studies. These could include increased student attrition, declining student applications, loss of funding, and damage to the credibility and reputation of UBC Continuing Studies.

Qualifications

Master's degree in Education. - Master's degree in an applicable area preferred. University degree required. A minimum of 7 years of experience or the equivalent combination of education and experience. Minimum of seven years of related experience, or an equivalent combination of education and experience.

- Extensive experience in educational programming, adult learning, and high level management, including budget control.
- Experience in the areas of adult learning, traditional and online models of delivery, information technologies, and teaching. - Strong written and oral communication, problem-solving and interpersonal skills.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9781
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Research Coordinator
Department: Paediatrics
Salary: \$43,809.00 - \$52,592.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-20
Job End Date: 2012-04-19 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-14 **Available Openings:** 1

Job Summary

To oversee financial and personnel activities of a research laboratory related to the day-to-day research and financial operation of the lab. Major responsibilities include forecasting, managing and overseeing laboratory budgets; preparing budget reports and summaries; reviewing and authorizing expenditures and purchases; assessing staffing requirements and needs; drafting reports and other documentation for funding agencies; monitoring research project grant budgets from initiation to end; forecasting resource requirements for budgetary reports; ensuring project completion on budget. Maintaining complex financial records and overseeing all laboratory expenditures; acting as liaison within the research group and with the outside academic and research community on behalf of the principal investigator; overseeing and planning international and local research conferences (if required).

Will be provided with a desk and computer in an open-office space.

Organizational Status

This position reports directly to the principal investigator and the research associate, but the nature of the work requires independent action and judgement.

Work Performed

1. Draft and prepare documentation for funding agencies, annual reports on supervisor's activities for various research organizations and grant applications for both the supervisors and graduate and postgraduate students. Must deal independently in this area. Knowledge of research funding process and experience in dealing with funding agencies is essential.
2. Administers and controls research laboratory finances, authorizing and reviewing expenditures, reconciling monthly statements, resolving discrepancies, budget forecasting, preparing statements of financial status, and directing the transfer of funds as necessary..
3. Establish purchasing procedures for laboratory and negotiate discounts with suppliers.
4. Negotiate research space expansion and maintenance with centre and building managers.
5. Supervision of lab personnel on all financial matters (purchasing of supplies, reconciling of invoices, budgeting of finances for the different laboratory projects, etc.). Laboratory personnel currently consists of the principal investigator, a research associate, 2 post-doctoral fellows, 10 graduate students, 1 Co-op Work Study students, and 3 research technicians.
6. Develop and implement administrative policies, practices and procedures to be observed by the graduate students, staff and post-doctoral fellows in the labs Supervise staff to ensure compliance with policies.



The University of British Columbia

Staff Job Postings

7. On occasion, acts as laboratory representative in a liaison capacity with other research laboratories and other academic units.
8. Liaison with various UBC departments such as Research Services, Industry Liaison, Health Safety & Environment, Financial Services, Graduate Studies, etc. to investigate and resolve various difficulties which arise within the research laboratory.
9. Help in the organization of multi-investigator collaborations.
10. Draft materials for presentation on the Internet or as portions of scientific presentations and manuscripts.
11. Prioritize tasks for senior investigators.
12. Organize national and international conferences.
13. Liaison with outside agencies and other institutions, American universities, industrial companies, etc.
14. Special projects as required.
15. Other related duties.

Supervision Received

Works under very limited supervision and sets own priorities based on work load.

Supervision Given

Supervises laboratory personnel on financial and purchasing matters. Responsible for ensuring that all laboratory purchases are made in a timely and cost-saving manner and that lab personnel observe the administrative policies, practices and procedures within the lab.

Consequence of Error/Judgement

Failure to manage the laboratory financial resources could result in over-expenditure of the project grants that could comprise future funding requests. Poor fiscal management could also result in the termination of positions within the laboratory to make up the budget shortfall. Failure to ensure compliance with laboratory policies and procedures could result in large fines from organizations such as the WCB, etc. Errors by this employee could have severe negative impacts on funding, employment and education.

Qualifications

Undergraduate degree in a relevant discipline. Advanced degree preferred. Minimum of two years experience or the equivalent combination of education and experience. At least two years experience working in a scientific research group as an administrative aide or scientific manager, or two years experience working in a molecular research group. Knowledge and experience with scientific research, research budget management, hiring, task prioritization and project management. Thorough knowledge of university systems, policies and procedures are strong assets. Familiarity with the research funding process and experience in dealing with funding agencies is necessary. Experience working with FMIS is an asset. Effective oral and written communication, interpersonal, organizational, problem-solving, multi-tasking and supervisory skills. Ability to prioritize and to meet deadlines. Ability to work both independently and within a team environment. Ability to exercise tact, discretion and judgement. Confidentiality essential. All positions in the Department of Pediatrics at BC Children's Hospital require a Criminal Record Check (CRC). A pre-employment CRC is required as part of the recruitment process and any offer of employment is contingent pending positive results of the CRC.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9828
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level B **Business Title:** Research Coordinator
Department: Family Practice
Salary: \$ 30.26 - \$ 36.32 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-04-01
Job End Date: 2011-08-31
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

Dr. Margret McGregor of the Department of Family Practice requires a part-time research coordinator to assist Dr. McGregor in diverse research projects.

The Project Manager will develop and maintain project timelines, coordinate meetings, and otherwise ensure that all project budgets and milestones are met. She he will manage communications among key stakeholders, including investigators, researchers, technicians, students, collaborators, relevant data stewards, research ethics boards, and journals publishers. The project coordinator will organize research meetings, help with the production of interim research products such as results tables, will draft abstracts for conference presentations, will keep the literature review up to date and will help draft manuscripts. This senior research role requires a Master's or PhD in a related field (e.g., epidemiology, statistics, economics, public health) and experience managing research projects.

Organizational Status

The research coordinator will work under the direction of Dr. McGregor and will liaise with the other members of the research team and organizations and individuals that interact with the research projects. The coordinator will also collaborate with the principal investigator on priorities and workplans and will be responsible for the delegation of tasks to research assistants and students as required. The coordinator will be responsible for the supervision of staff as required and will also monitor and evaluate progress and keep the principal investigator apprised of progress.

Work Performed

This position will coordinate and perform research activities. Duties include:

- Assisting in the development, management and operation of research activities;
- Assisting with project related endeavours, including gathering, reviewing and synthesizing academic and other reviews and syntheses; conducting complex literature reviews and summarizing relevant literature;
- Performing research, evaluation and analysis work: analysis and interpretation of data, both quantitative and qualitative collected from interviews and literature reviews;
- Organizing, coordinating and facilitating meetings with interdisciplinary academic researchers, community members and others;



The University of British Columbia

Staff Job Postings

Developing, reviewing and participating in the development of data collection methodologies, instruments and databases;
Overseeing and coordinating data collection
Developing work plans and time lines;
Identifying funding sources and preparing grant applications for pilot projects and long term funding. Liaising with the VP Research Office and funders to resolve issues;
Preparing data requests and requests for ethics approval and ensuring that funding and ORS requirements are met;
Recruiting , training, supervising members of the research team including;
Preparing and editing manuscripts for publication;
Preparing PowerPoint presentations, reports, journal articles and other written materials
Presenting of research findings.
Makes professional decisions and recommendations on all aspects of the work
Works with considerable latitude and independent thinking
Other duties as required

Supervision Received

The position will work under the direction of the principal investigator, Dr. Margaret McGregor.

Supervision Given

This position may be involved in the recruitment and hiring of other research staff and give supervision to other research staff.

Consequence of Error/Judgement

Errors made may influence the ability of researchers to meet critical deadlines, as well as compromise the results of research projects, and therefore impact the credibility of the principal investigator and the research team. Poor decisions may be damaging to the reputation of and cause financial loss to the principal investigator, the Department and the University.

Qualifications

Undergraduate degree in a relevant discipline. Graduate degree (Master's or PhD) in a relevant discipline (epidemiology, statistics, economics, public health). Understanding of research methodologies. Knowledge of quantitative and qualitative research methodologies. Understanding of the Canadian Health Care System; interest in health services and policy. Minimum of three years experience or the equivalent combination of education and experience. Experience in program management. Previous experience in writing funding applications, drafting and editing manuscripts for publication in peer-reviewed medical journals. Previous experience in presenting study findings. Ability to communicate effectively verbally and in writing. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to effectively manage multiple tasks and priorities. Ability to maintain accuracy and attention to detail. Ability to meet deadlines. Ability to effectively use Word, Excel, PowerPoint, Reference Manager, etc. Ability to work effectively independently and in a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9821
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level C **Business Title:** Manager UBCO Biosciences/Medicine In Vivo Facility
Department: UBCO - Animal Care Services
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-18 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To establish and operate the Biosciences Medicine In Vivo Facility at the UBC Okanagan campus, developing standard operating procedures for all aspects of functioning; Major responsibilities include consulting with Facility stakeholders to determine facility needs and requirements; managing delivery of technical services; establishing work priorities and plans; developing, planning and managing financial resources and logistical requirements; analyzing and performing quality assurance; supervising a small team of technicians; ensuring adequate daily care of laboratory animals; animal handling as well as some laboratory procedures; record keeping and ensuring general upkeep of facility; training Investigators and students, and assistance with technical services. This positions supports the British Columbia Pre-Clinical Research Consortium.

To coordinate and manage the housing and care of non mammalian species such as fish, reptiles and invertebrates in ancillary animal holding areas of UBC O outside the main in vivo facility, to manage staff and work with researchers to achieve research goals in this area.

Organizational Status

This position reports directly to the Academic Director and the UBCV Director of Animal Care. Frequent interaction will occur with the contract veterinarian and the UBCO Animal Users Committee. Will also have regular contact with University researchers, research associates, visiting scientists, post-doctoral fellows, students, and external collaborators from other universities and other organizations.

Work Performed

- Will establish and operate the Biosciences Medicine In Vivo Facility, which will have the capacity to hold approximately 2,100 cages of animals in zones that can achieve flexible levels of biosecurity from CL II to pathogen free and can also accommodate animals with suspect microbial status, as well as housing manipulation and surgical rooms.
- During construction completion and commissioning stages will confirm that the facility is being built according to plan, and will coordinate the purchasing, delivery and installation of equipment for the facility, will develop standard operating procedures for all aspects of functioning, and will coordinate the hiring of staff for the facility.
- Major responsibilities include: consulting with the Academic Director, the Director of Animal Care, the Users Committee, principal investigators and research staff to determine facility needs and requirements; managing delivery of technical services,



The University of British Columbia

Staff Job Postings

which includes training and quality assurance of animal procedures.

- Management duties include: developing and establishing policies, procedures and administrative systems in conjunction with Users Committee; establishing work priorities and plans, setting and monitoring project timelines; developing, planning and managing financial resources to cover projected expenses, maximize revenues and achieve cost recovery; planning and managing logistical requirements; analyzing and performing quality assurance; supervising a small team of technicians.

- Managing operations of facility on an ongoing basis by ensuring adequate daily care of laboratory animals. This will include overseeing husbandry, observation of health status, working under guidelines and standard operating procedures in compliance with CCAC regulations; Animal handling as well as some laboratory procedures such as blood collection, euthanasia, medical treatments, anesthesia, sample collection, etc.; Interacting with and assisting investigators and or their graduate students; Record keeping, such as animal census, breeding, and health records documentation; ensuring that there is an adequate inventory of supplies; Changing and sanitizing animal cages, bottles, racks and other equipment, using cage washer and autoclaves and other such equipment; General upkeep of facility, sanitizing, disinfection, and disease control.

Supervision Received

Works independently to established policies and guidelines, and receives direction from the Academic Director, the Chair of the Users Committee, and the Director of Animal Care.

Monitors humane and ethical conduct, and reports noncompliance to the Director of Animal Care and the Users Committee for action.

Supervision Given

Once the facility is operational, will supervise a team of 3-5 technicians.

Consequence of Error/Judgement

Independent initiative and judgment are required to perform duties. Failure to do so impacts on the appropriate care given to animals, the scientific results of projects, and could result in cost implications to the department.

Qualifications

Undergraduate degree in a relevant discipline. Animal Health Technology (AHT) or Canadian Association for Laboratory Animal Science Registered (RLAT) status required. Minimum of three years relevant experience or the equivalent combination of education and experience. Minimum of two years related animal laboratory experience required. Experience in project management, financial management and supervision. Computer literacy required. Ability to communicate effectively verbally and in writing. Ability to gather, record, and organize information. Ability to effectively train, supervise and motivate employees. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to work effectively, both independently and in a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9814
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level C **Business Title:** Manager, Research & Partnership Office, USI
Department: Univ.Sustainability Initiative
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-18 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-24 **Available Openings:** 1

Job Summary

The incumbent manages the Research and Partnerships Office (RPO) of the UBC Sustainability Initiative (USI). This position will manage all activities of the RPO and is responsible for implementing the priority initiatives determined in partnership with the RPO Director and Academic Directors, RPO Faculty Fellows and relevant individuals and groups of the USI team.

The Research and Partnerships Office supports UBC's expansive sustainability-focused research initiatives, and works with the private, public and non-governmental organization sectors to accelerate sustainability at UBC. The USI is a strategic initiative that coordinates and integrates UBC's numerous sustainability initiatives across all branches of the university. As part of the USI, the RPO is a complex, cross-disciplinary, cross-functional, and campus-wide initiative. The incumbent will work with other members of the USI and RPO teams to coordinate and integrate UBC's numerous sustainability initiatives across all branches of university activity, and with external partners. This activity directly supports the University's Place and Promise goal of developing UBC as a living laboratory for environmental and social sustainability.

The RPO will eventually be housed in the CIRS building, which will be the greenest building in North America once completed in 2011.

Organizational Status

Reports to the Director of the Research and Partnerships Office.

Work Performed

Strategic Planning & Implementation

- In consultation with the RPO Director and other members of the RPO and USI management team, develops the strategic vision of the RPO
- Manages the implementation of relevant goals from UBC's Sustainability Academic Strategy (SAS).

Internal & External Partnerships

- Cultivates and maintains relationships with key individuals, groups and programs engaged in sustainability research on and off



The University of British Columbia

Staff Job Postings

campus.

- Manages UBC activities related to UBC's formal sustainability partnerships with the City of Vancouver, BC Hydro, NRCan, and others, as they develop.
- Is the point of contact for, and responds to, industrial partnership opportunities, and to unsolicited requests to co-undertake research, develop and or demonstrate technologies.
- Identifies and mobilizes UBC resources to pursue partnership opportunities.
- Mediates and negotiates complex agreements with partners and government agencies.

Research Program Development

- Develops opportunities for collaboration between industrial partners and projects and UBC faculty and staff. Identifies viable projects, key UBC faculty, funding opportunities and then works with faculty to develop the applications for funding.
- Develops a program to award seed funding to Living Laboratory research projects, and then coordinates and implements the program.
- Responsible for managing and submitting complex reports and claims on behalf the RPO for government funding programs such as Western Economic Diversification.
- Provides liaison and coordination between the different sub-projects of the USI sustainability research program. Acts as project manager in areas where there are not other staff assigned.
- Coordinates the Sustainability Research Fellows program and manages and supports activities and projects planned by the Fellows.
- Manages the grant writing and development process for UBC Sustainability Research Fellows and other faculty on sustainability and partnership related themes.

Communications & Outreach

- Represents the RPO in strategic communications planning processes.
- Oversees all aspects of the Research section of UBC's Sustainability website, including editorial content and lists of sustainability experts and of centres groups doing sustainability research, and participates as a member of the USI website team.
- Plans and coordinates research and partnership and industry liaison related events and workshops.
- Coordinates data gathering and analysis of Research Credits for UBC's participation in the Sustainability Tracking and Rating System program of ASSHE (Association for the Advancement of Sustainability in Higher Education).
- Coordinates RPO participation in the Sustainability Summer Institute.

Supervision Received

This position reports to the Director of the RPO and works in concert with the Director to manage and direct the activities of the office. The Manager works cooperatively with all staff, faculty and students from across the university to coordinate, enhance and create opportunities for sustainability research and partnerships.

Supervision Given

May supervise contract or student employees. Manages consulting contracts and relationships.

Consequence of Error/Judgement

Decisions made by the Manager directly affect the effective and efficient operation of the RPO and potentially the USI. Decisions made affect the public image of the university, which has made sustainability a key strategic area of operation. Decisions made can create legal and financial liabilities for the University. Poor decisions or lack of tact, diplomacy or sensitivity in dealing with industry and government contacts could potentially result in missed opportunities, damaged relationships and loss of credibility for the University.

Qualifications



The University of British Columbia

Staff Job Postings

Post-graduate degree or equivalent professional designation if responsible for a research project otherwise Undergraduate degree if not responsible for a research project. A graduate degree in social sciences, applied sciences, business or engineering with experience in sustainability is required. 4 years or equivalent combination of education and experience if responsible for research project otherwise 6 years or equivalent combination of education and experience if not research work. We seek a Manager who has a keen interest in and demonstrated dedication to advancing sustainability research, and who can work with external partners to advance the university's research agenda in this area. The candidate must have experience in a related field (seven years of work experience or the equivalent combination of education and experience) and a background in project management, partnership development, and strategic planning. Work experience in a university environment is a definite asset, with proven understanding of university structures, planning practices and administrative policies. Ability to lead change by creating a vision and taking appropriate action to ensure acceptance and support. Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources. Ability to exercise tact and discretion. Ability to communicate effectively verbally and in writing. Ability to exercise sound judgment. Ability to make decisions and recommendations involving highly complex issues. Ability to work effectively independently and in a team environment. Proven ability to initiate and develop relationships with internal and external partners. Ability to effectively use word processing, spreadsheets and database applications at an intermediate level. (e.g., Outlook, MS Word, MS Excel). Experience maintaining websites using Content Management Systems. Ability to analyze and interpret data, determine implications, and provide recommendations

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9826
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level C **Business Title:** Research Ethics Analyst: Behavioural
Department: Ethics
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

Job Summary:

The position is responsible for analysis of the behavioural ethics review process, identification of areas of vulnerability and recommended changes. A key responsibility is to work with the Behavioural Board Manager and Chairs, to develop and deliver educational programs concerning research ethics to faculty, staff and students, across the UBC campus. The Research Ethics Analyst (REA) works under the general supervision of the Behavioural Board Manager, and closely with other members of the Research Ethics Office, including the Sr. Administrative Coordinator, and the Associate Director. The position provides policy and administrative guidance in the interpretation and implementation of university, sponsor and regulatory agency policies with respect to ethical conduct in human participant research, specifically in relation to non-clinical research applications.

Organizational Status

Organizational Status:

The position reports to the Manager, Behavioural Research Ethics Board and collaborates with the Associate Director, Research Ethics. The position works closely with the Behavioural Research Ethics Board Chairs, Co-Chairs and Members. The position works collaboratively with the Managers of the seven UBC - Affiliated Research Ethics Boards, and the Manager, Continuing Review.

Work Performed

- The Research Ethics Analyst consults with faculty researchers, students and staff throughout the ethics review process to assist in the development and conduct of ethically-sound research protocols, providing advice in accordance with federal, provincial and institutional requirements and best practices.
- Works closely with the BREB Manager and the Associate Director of Research Ethics in the development and implementation of policies and procedures to be used by the Office of Research Ethics, in the development of policies and procedures to be used by the Office of Research Ethics, REBs that review behavioural studies, academic administrators, researchers, students and their faculty supervisors, in accordance with University, federal and international policies and legislation.
- The REA works closely with the BREB Manager, the BREB Chairs, and the RISE services team to develop and implement changes to the behavioural application and post-approval activity forms reflecting regulatory and legislative requirements as well as developments in social sciences, humanities and other behavioural research methodologies.
- The REA works with departments and faculties in the establishment, training and orientation and operations of Undergraduate



The University of British Columbia

Staff Job Postings

Student Research Review Committees (USRRCs) created to handle the ethics review of undergraduate student research project protocols. The REA acts as the secretariat for all approved USRRCs and is the primary liaison between USRRC Chairs and the BREB. Responsible for implementation of formal reporting requirements by the USRRCs, including meeting minutes and formal reports to the Board.

- The REA works closely with the REB Manager, the REB Chairs and Co-Chairs to develop and deliver a program of educational program and information communication materials concerning research ethics review policies, requirements and best practices, with specific emphasis on the behavioural application process and applicable policies and review requirements.
- The REA is responsible for alerting the Associate Director of areas of vulnerability or concern with respect to research ethics, and works with the Research Ethics Office to resolve complex and or high-risk issues in the course of ethics review of behavioural research ethics board applications, using judgment to determine when issues must be escalated to the Associate Director, or the Manager of Continuing Review for further discussion or action.
- The REA works with the REB Manager and the Associate Director to identify and recruit potential candidates for membership on the Behavioural Research Ethics Board.
- Other related duties as required.

Supervision Received

Supervision Received

Reports to the Manager, Behavioural Research Ethics Board, provides advice as needed to the Associate Director, Research Ethics and works collaboratively with the REB Chairs and Managers, including the Manager of Continuing Review.

Supervision Given

Supervision Given

Provides guidance, support and advice to REB staff, as well as to UBC Faculty and members of their research teams, concerning behavioural research ethics policies and procedures.

Consequence of Error/Judgement

Consequence of Error Impact of Decisions

- Inappropriate advice to researchers may result in badly crafted ethics review applications that require multiple rounds of review and revision, wasting the time of University researchers and delaying the release of research funds, possibly leading to reduced future funding or delays in research required for degree completion for graduate students.
- Misinformation disinformation received by researchers and students on ethical treatment of human subjects in research, can lead to unethical proposals and or treatment of participants, resulting in physical or emotional harm to participants, ceasing of research activities, litigation and or adverse media coverage about the research standards at the University.
- An ineffective program for protection of human research participants could result in regulatory action by the US Federal regulatory agencies, Health Canada or the Tri-Council Agencies. It could result in difficulty recruiting and retaining qualified REB members.

Qualifications

Post-graduate degree or equivalent professional designation if responsible for a research project otherwise Undergraduate degree

if not responsible for a research project. - University degree with a concentration in quantitative and or qualitative human participant research. 4 years or equivalent combination of education and experience if responsible for research project otherwise 6 years or equivalent combination of education and experience if not research work. - Knowledge of various research methodologies related to social sciences, humanities and behavioural research

- Minimum of five years' experience in an academic research environment, or an acceptable equivalent combination of education and experience.
- Ability to simultaneously manage a diverse range of complex projects and activities.
- Working knowledge of national and international policies and guidelines for human participant research.



The University of British Columbia

Staff Job Postings

- Experience in policy development and analysis.
- Experience in education, including development and delivery of courses, programs and workshops
- Exceptional inter-personal and communications skills, including the ability to exercise tact and diplomacy and exercise good judgement.
- Ability to work both independently and collaboratively.
- Superior written and oral communication skills and the ability to interpret and apply complex university and other policies.
- Exceptional organization and presentation skills and creativity in problem-solving
- Experience in negotiation and mediation would be an asset
- Proficient in and comfortable with information technology including on-line systems, and electronic software programs such as Microsoft word and Excel. Ability to communicate effectively verbally and in writing Ability to effectively use <job-specific software> at an advanced level (e.g., Outlook, MS Word, MS Excel)

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9827
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Statistical Analysis
Classification Title: Statistical Analysis, Level B **Business Title:** Programmer - Analyst
Department: Family Practice
Salary: \$ 30.26 - \$ 36.32 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-04-02
Job End Date: 2011-08-31
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

Research dataset construction, management, and analysis.

Organizational Status

.The programmer analyst will work under the direction of the principal investigator, Dr. Margaret McGregor.

Work Performed

Duties include:

- Coordinating and facilitating database development and statistical analyses;
- Performing statistical modeling;
- Developing merged core datasets;
- Being responsible for the security and integrity of the databases;
- Assisting in the writing of research proposals and publications;
- Presenting of research findings to academic audiences

Supervision Received

The Programmer Analyst works independently under general direction of Dr. McGregor.

Supervision Given

N A

Consequence of Error/Judgement

Errors made may influence the ability of researchers to meet critical deadlines, as well as compromise the results of research projects, and therefore impact the credibility of the principal investigator and the research team. Poor decisions may be damaging to the reputation of and cause financial loss to the principal investigator, the Department and the University.



The University of British Columbia

Staff Job Postings

Qualifications

Post-graduate degree in Statistics. This technical role require a masters-level degree in statistics, epidemiology, or computer data processing and experience handling very large linked healthcare datasets. Minimum of three years experience in research analysis or the equivalent combination of education and experience.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9786
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Security
Classification Title: Security, Level B
Business Title: Security Coordinator
Department: UBCO - Parking and Security
Salary: \$47,315.00 - \$56,799.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-14
Available Openings: 2

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

Works with and reports to the UBC Okanagan campus Director of Security and Parking Services to promote, implement and enforce campus wide safety and security programs and initiatives.

Organizational Status

The Security Coordinator will report to the Director of Security and Parking Services, who reports to the Associate Vice President, Administration and Finance.

Work Performed

1. Provides support to the Director of Security and Parking Services by:
 - Developing, implementing and modifying operational policies and procedures for responding to daily events and contributing to the development of long-term strategic plans and business plans, in collaboration with the Director, Parking and Security Services.
 - Assessing security risks and developing effective security protocols for staff at the UBC Okanagan Campus.
 - Overseeing and assisting in the daily operations of the campus Security Office including but not limited to access control, Closed Circuit Television programs, intrusion alarms, patrols and maintaining all related equipment.
2. Assists in the management of human resources for assigned staff by:
 - Recruiting, developing, managing, evaluating, coaching, disciplining and terminating staff as required.
 - Sitting on the hiring board for the contract security personnel.
 - Developing training programs for employees in the Security Office.
 - Providing orientation and training to employees in the Security Office on departmental policies and procedures. Managing and updating training records. Coordinating follow up on training on an ongoing basis to measure the success and identify gaps in programs.
 - Supervising, monitoring and reporting on the daily operations of the campus Security Office.
 - Overseeing the scheduling of personnel and ensuring there is sufficient coverage to meet operational requirements. Managing and approving overtime and requests for time off in accordance with established policies, procedures and handbooks.



The University of British Columbia

Staff Job Postings

3. Provides support to the Security Department and the UBC Okanagan campus by:

- Providing, advising, and consulting on public safety and security issues on campus.
- Acting as a liaison to students, faculty, staff, visitors and public safety authorities.
- Conducting criminal and non criminal investigations, and any follow up, ensuring all reporting mediums are maintained to specific standards.
- Leading and conducting investigations and presenting to various committees and boards, comprised of faculty and staff up to and including the President, for Academic and Non-Academic Discipline and Student Code of Conduct allegations.
- Ensuring a good liaison is maintained between the faculty, staff, local RCMP and other emergency services agencies.
- Coordinating with the Director of Parking and Security, department heads and others on special events on campus to ensure the security of the event is maintained and the best interests of the University are met with regard to public safety and security.
- Managing inventory of uniforms and equipment.
- Managing the maintenance of patrol vehicle(s). Ensuring vehicle(s) meet safety standards and are routinely checked, maintained and repaired as required.
- Participating as a member of the Emergency Operation Centre (EOC) team at the Okanagan campus.
- Consulting with and providing operational expertise to university departments and external agencies. Coordinating the delivery of services, responding to changing circumstances and monitoring client satisfaction.

4. Performs other related duties as required.

Supervision Received

Report directly and works under the supervision of the Director of Security, while working with little direct supervision, it is expected to execute mutual agreed to objectives while providing regular process and performance reports.

Supervision Given

Manages the daily operations of the Campus Security Office, provides leadership and direction to the Communication Coordinators. Supervises any delegated task or operational requirement received from the Director of Security.

Consequence of Error/Judgement

Must be able to effectively plan and or problem solve through use of policy and procedures, resolving issues with thoughtful resources using the systems reliability and technologies to conduct operational services to keep the campus users safe and secure.

Precedents and procedures are not always present in the role. While a portion of each task is or may be documented, many unique or exceptional circumstances occur which have to be proactively resolved. It is in these situations where the incumbent must concentrate, and have excellent problem solving skills to complete the task.

Decisions made and actions taken could have adverse affects on the culture, environment and staff morale within campus Security subsequently affecting the overall operations of the department and its relations with other agencies and the UBC Okanagan campus departments.

Qualifications

Must have a current Basic Security Training and Advanced Security Training license. A minimum of Occupational First Aid Level 1 and a valid Class 5 BC driver's license. Previous UBC or university security experience is an asset. Recent Emergency Incident Command training an asset. Effective oral and written communications, with good interpersonal and organizational skills. The successful candidate must be able to access all areas of the campus in all kinds of weather under all kinds of conditions while conducting duties, such as: carrying security equipment onto sites, roofs, attics, have the ability to deal physically with unwanted persons or squatters, pursue and apprehend suspects, seize evidence and assist the local police where necessary. Good computer skills with an understanding of computerized access control and Closed Circuit television systems. Must be able to work irregular shifts and hours.



The University of British Columbia

Staff Job Postings

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9832
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Cooperative Education
Classification Title: Coop.Education, Level B **Business Title:** Co-op Education Coordinator, Engineering
Department: UBCO-Appl.Scie.,Dean's Office
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Part-Time (71%)
Desired Start Date: 2011-04-04 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

The annual salary range for this part-time position (71% FTE) is from \$39,182.00 to \$47,038.92.

Job Summary

Developing, marketing, and selling these engineering co-op work placement programs to new and existing local, national and international employers, professional associations and other institutions.

Organizational Status

Reports directly to the Director of the Engineering Co-operative Education Program. Works in close co-operation with other Co-ordinators based at the Vancouver campus, Faculty members and the School Director at the Okanagan campus to determine effectiveness of program in meeting client requirements.

Work Performed

Major Responsibilities:

1. Coordinate and facilitate student's co-op work placement programs by:

- Conducting intake sessions for new students, assessing eligibility based on criteria and recommending total numbers to the Director for approval
- Comprehensively understanding all program terms and conditions, policy and procedure to equitably administer the program to student caseload.
- Communicating policy and procedure clearly and is articulate to ensure student understanding and comprehension of program participation requirements.
- Evaluating student performance in the work place and resolves performance issues.
- Advising students on technical suitability of work placements to their academic program, the selection of areas of specialization and requirements for their professional designation.
- Evaluating and grades Student Co-op Reports.
- Conducting orientation and information sessions for new students which outline all the academic and technical work placement requirements for achieving a Co-op designation on their engineering degree.

2. Research, report and develop co-op work placement programs by:

- Researching and identifying potential clients in industry, government agencies (municipal, provincial and federal) and institutions who would benefit from involvement with the UBC Engineering Co-op program.
- Researching international Work Permits requirements and ensures all legal and immigration policies are followed when placing



The University of British Columbia

Staff Job Postings

students outside of Canada.

- Maintaining involvement in professional associations in the area of engineering and Co-operative Education.
- Developing academic-related work placements through assessment of technical engineering job requirements, engineering discipline, and academic level of placement.
- Reporting annually on engineering student demand and providing recommendations on intake numbers for seat caps per discipline.

3. Assesses effectiveness and determine training programs by:

- Continually evaluating student preparation for the workplace.
- Conducting on-site visits to monitor and evaluate the technical requirements of the student placement and the employer environment with respect to working conditions, safety standards, and academic requirements of the position.
- Determining employer requirements and evaluates suitable candidates.

4. Promote, and deliver co-op work placements by:

- Determining technical engineering content of marketing materials for client presentation
- Promoting and sell co-op work placements by:
 - Attending and promoting all UBC Co-op programs at Professional Engineering and Industry Trade Shows.
 - Reviewing courses and programs with employers and faculty in the revision of co-op programs to meet academic and industry requirements.
- Determining technical engineering content of marketing materials for client presentations.
- Facilitating pre-employment training workshops, in taking sessions and event introductions professionally and with competence.
- Attending and promoting all UBC Co-op programs at Professional Engineering and Industry Trade Shows.
- Advising employers on requirements and availability of government funding for Engineering Co-op placements including NSERC Grants, reporting each term on student placement statistics, employer profiles, local, national and international work placements and closure rates on posted positions.

Supervision Received

Works autonomously under the direction of the Engineering Co-operative Education Director. Provide weekly reports to the Engineering Co-operative Education Director. Must be able to work independently, be accountable for work performed and manage time and tasks in a timely manner.

Supervision Given

No direct supervision given to a staff member however Co-ordinators are authorized to remove students from the work place for poor performance.

Consequence of Error/Judgement

Incorrect decisions can affect numbers, retention and quality of student applicants to the program.

Failure to develop strong relationships with the Director and colleagues at the Vancouver campus can result in difficult inter-office relationships and affect the program operations. Failure to adequately assess employers could result in students being placed in inappropriate work environments. Failure to assess and prepare students for appropriate technical work placements could result in loss of credibility of the program with industry. Failure to intervene and resolve student work placement performance problems could result in loss of working relationships between industry and the University. Failure to apply policies and procedures equitably and clearly could result in loss of accreditation, student complaints, student appeals and reduction in program financial support.

Qualifications

A University Engineering degree, and a thorough knowledge of and experience with Co-op programs or Human Resource Management are required. Engineering industry related experience, either locally or internationally, is preferred however not essential. The successful applicant must be able to work exceptionally well in an independent environment, be open to accept feedback and work



The University of British Columbia

Staff Job Postings

with direction provided from the Director. The successful applicant must possess excellent interpersonal skills and have the ability to develop and maintain strong working relationships with colleagues in the Vancouver office. It is essential that the incumbent have experience working in a student environment and has experience in interpreting and administering policy equitably and deliver the message s to students with confidence. Some experience having developed and delivered pre-employment training programs is desired. The successful applicant must possess demonstrated excellent in marketing, presentation skills, oral and written communication skills, project management organisational planning abilities. Some experience having developed and delivered pre-employment training programs is desired. Travel is required. Private office conditions. Work is based on campus, but requires extensive travel to meet with employers and students. Vehicle is essential to conduct industry and student site visits and attend to marketing meetings.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9817
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D **Business Title:** Alumni Relations Manager
Department: Education, Dean's Office
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Part-Time (60%)
Desired Start Date: 2011-04-11
Job End Date: 2012-04-10 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

Job Summary

Works closely with Director of Development in the development of, and has responsibility for coordinating and executing the alumni relations program. The Alumni Relations Manager will be instrumental in developing and managing priority alumni relationships across the country and around the world, in order to advance the Faculty's strategic goals through building relationships, enriching the lives of alumni and developing relevant and engaging communications materials. The optimal goal is development of a lifelong meaningful relationship between the Faculty and its alumni.

Working in collaboration with the Faculty, particularly staff of the faculty development office and UBC Alumni Affairs, the successful candidate works closely with the Director of Development to ensure strategic identification, cultivation and stewardship of relationships with key alumni leaders, which may include; leveraging existing alumni and institutional relationships, identifying volunteer opportunities to engage alumni, building connections to respond to alumni interests, engaging academic units and facilitating fundraising opportunities, and organizing special activities and or events that further such objectives.

Organizational Status

Reports to: Director of Development, Faculty of Education.

Works with: This position is a member of the Faculty Dean's Office - Development Unit; works closely with the Faculty, staff and student leadership; Faculty Advisory Committees; student and alumni groups representing the Faculty; and colleagues in the Office of Alumni Affairs.

May involve the President's Office, Vice-Presidential Offices, Ceremonies, Public Affairs, and other senior administrators, as appropriate.

Contacts: Alumni, volunteers, donors, external community and professional organizations and government agencies.

Work Performed

- Works closely with Director of Development to develop strategic plans, in collaboration with faculty and university partners, to leverage alumni and community engagement, knowledge of alumni, interaction with students, alumni networks and strengthen



The University of British Columbia

Staff Job Postings

faculty partnerships with identified priority alumni communities.

- Works in partnership with Faculty of Education Dean's Office to facilitate strategic alumni relationships to maximize student, alumni and community engagement and support for the Faculty.
- Participates in developing and implementing a comprehensive plan for identifying, cultivating, engaging, and stewarding high-level student and alumni leaders.
- Participates in developing and takes responsibility for implementing strategies to identify alumni needs, attitudes and feelings towards the faculty and connect them with appropriate opportunities and partnerships within the University. Works closely with Director of Development to ensure appropriate recognition, acknowledgment and stewardship programs are implemented for identified student, alumni and community leaders.
- Works closely with Director of Development in developing and implementing a program of assessment and evaluation to monitor and measure progress.
- Assist development staff in developing a comprehensive plan for identifying, cultivating, engaging and soliciting donations in support of the faculty.
- Maintains accurate information management of alumni and integrates data collection and data mining into work plan.
- Performs other related duties as required (especially those related to the planning and execution of special events and or activities).

MAJOR RESPONSIBILITIES

1. Strategic Alumni and Community Relations:

- Works closely with Director of Development to develop strategic plans, in collaboration with faculty and university partners, to leverage alumni and community engagement, knowledge of alumni, interaction with students, alumni networks and strengthen faculty partnerships with identified priority alumni communities.
- Identifies and builds connections with key individual alumni to develop and implement a comprehensive strategy to mobilize alumni to be Faculty ambassadors.
- Develops and maintains external relationships that contribute to strategic alumni relationship management, including those with professional organizations, government agencies and officials, and community organizations.
- Identifies opportunities with strategic internal and external communities to build relationships of institutional value and engage high-level alumni to advance those relationships within their respective communities.
- Plans and executes a series of high impact events with strategic communities to develop and engage strategic partnerships for the faculty.

2. Volunteer Management:

- Supports the efforts of volunteer leadership within the faculty advisory committees (as needed).
- Assists the advisory committees in growing the base of engaged volunteers and ensuring that their activities are strategic, sustainable, and aligned with institutional priorities.
- Partners with Faculty members and staff to integrate and promote alumni participation in existing and expanding volunteer opportunities within the Faculty.
- Assists in building volunteer capacity within the Faculty to foster a stronger sense of community amongst alumni and students.
- Identifies potential alumni volunteers for existing science advisory committees.
- Develops and implements volunteer recognition opportunities.

3. Student Relations:

- Connects students with alumni, celebrating student success, and leveraging existing student affinity and leadership groups.

4. Communications:

- Works closely with Director of Development to develop strategy and manages communications with alumni communities.
- Develops content for alumni communications materials such as Trek Magazine, e-newsletters, departmental communications, the website and other collateral materials.
- Articulates faculty aspirations and needs to UBC Alumni Affairs group to ensure alignment and maximum impact of resource investments.
- Maintains accurate alumni profiles and program information in the University's database in a timely, accurate and appropriate



The University of British Columbia

Staff Job Postings

manner.

5. Event Management:

- Working closely with UBC Alumni Affairs and the Faculty, oversees and may coordinate a series of high impact events associated with milestone events and activities.
- Works closely with Director of Development to anticipate strategic institutional and faculty milestones and integrates these activities into a strategic alumni management strategy.

6. Fundraising:

- Working closely with Director of Development, ensures plans and strategies are well integrated with overall Development plans.
- Working closely with Development staff, collaborates on plans to cultivate prospective major and planned giving alumni donors.
- Working closely with the Faculty's Development staff, collaborates on strategic fundraising appeals for alumni donors.

Supervision Received

Works independently with general direction from Director of Development. Reports to Director of Development; establishes performance goals and expectations in consultation with same.

Supervision Given

N A

Consequence of Error/Judgement

The incumbent will oversee many of the Faculty's most visible interactions with alumni, thus errors in judgment could have far-reaching and long-term financial and non-financial consequences. For example, the incumbent will help identify and nurture relationships with influential alumni who may be approached by the Faculty for key leadership roles.

Qualifications

Undergraduate degree in a relevant discipline. . Minimum of three years experience or the equivalent combination of education and experience. Minimum three years experience at a post-secondary education institution, including significant alumni relations and or advancement experience and or experience in fundraising. Proven leadership abilities. Experience in program development, delivery, and management. Experience in strategic planning, implementation, and communications. Excellent interpersonal and relationship-building skills. Outstanding verbal and written communication skills. Ability to effectively manage time and to work well under pressure. Excellent attention to detail. Excellent organizational skills. Agility in team environment and in working with a wide range of people. Ability to lead initiatives and projects involving senior colleagues and volunteers. Ability to manage multiple priorities, complex tasks, and to meet deadlines. Creative thinking and problem-solving abilities. Customer service and solutions-oriented. Comfort with consultative processes. High-level understanding of university advancement issues and environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9785
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D3 **Business Title:** Manager, Constituency Based Fundraising
Department: Development Office
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-16 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-14 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The incumbent of this position is responsible for managing ongoing operations of development programs and or resource development activities at a total program level of an average of \$5+ million. As a Manager of Development, the incumbent coordinates and integrates operational efforts in all areas that affect fundraising in support of the overall fundraising program, and may be expected to personally raise major gifts in support of established funding priorities.

Responsible for managing much of the liaison with, other development and alumni engagement portfolio units; responsible for managing the strategy for the prospect pipeline; responsible for planning and reporting. Will work directly with senior university administration and manage complex relationship with multi-unit stakeholders.

Annual targets to be set by workplan goals and objectives. If position has direct donor contact, metrics and financial goals are included as per the annual work plan.

Organizational Status

Reports to: The Executive Director of Development.

Works with: UBC faculty and staff involved in fundraising including the VP, Development and Alumni Engagement, AVP Development, the President of the University and other senior administrators as appropriate.

Contacts: Donors and outside community groups and organizations.

Supervises: May supervise Development Officers, Development Coordinators and support staff.

Work Performed

- Works closely with the Director Assistant Dean or Executive Director of Development, and senior management to facilitate maximum private and public sector support for the University;
- Oversees administrative operations of the unit, including: strategic administrative planning, overall workflow and information flow, including donations reporting, and records and the unit's budget;



- Responsible for managing complex relationships involving donors, other campus units, other DAE units and colleagues and maintaining communications that are critical to the success of the fundraising program;
- Manages the liaison between the Faculty unit and other development and alumni engagement portfolio units (i.e. Research, Prospect Management);
- Oversees implementation of appropriate donor recognition; ensuring acknowledgement and stewardship programs are in place;
- May develop and manage a personal portfolio of major gift prospects making face-to-face visits for the purposes of discovery, cultivation and solicitation strategies for prospects at the major gift level (defined as \$25,000 and up);
- May oversee and or develop proposals and may work with donors to generate gifts for priority projects;
- Manages strategy for the donor pipeline, ensuring that donor records are up to date, and is expected to be an expert user of the Blackbaud relationship management system
- Manages and motivates staff, responsible for hiring, training and terminating staff, conducts annual staff evaluations, performance reviews , ensuring benchmarks and performance goals are achieved;
- Plans and approves professional development for unit staff, reviews annual benchmarks and performance goals across the unit to ensure these are achieved;
- Performs other related duties as required.

Supervision Received

The incumbent works under general direction according to broad objectives. Works independently with discretion relating to donor negotiations, policy administration and interpretation, and administrative responsibilities. Overall strategic planning on global fund-raising initiatives is executed in consultation with manager.

Supervision Given

The incumbent is responsible for the supervision and oversight of development officers and support staff within the Faculty.

Consequence of Error/Judgement

The position is a critical point of contact for donors and university staff in relation to development activities. The Manager is expected to make decisions and recommendations impacting a total development program of \$5+ million. Incorrect interpretation or communication of university policy and procedures or lack of tact, diplomacy or sensitivity in dealing with major donors and senior administrators could potentially result in damaged relationships and credibility, leading to the potential loss of these donations.

The incumbent participates in decisions concerning the planning, organization and utilization of staff, staff selection and job performance reviews.

Qualifications

Undergraduate degree in a relevant discipline. Education: Minimum of an undergraduate degree in an applicable discipline; and a graduate degree and or an undergraduate degree in commerce, marketing or economics is preferred. A minimum of 5 years of experience including experience in major-gift fundraising and strategy development or the equivalent combination of education and experience. Experience: A minimum of five years' related experience or an equivalent combination of education, training and experience. Experience in Major-Gift fundraising and skilled in strategy development. Requires UBC wide knowledge and understanding of priorities, projects and opportunities. Ability to effectively recruit, train, supervise, and motivate employees. Ability to negotiate effective settlements. Ability to develop and implement strategic business plans. Ability to develop and maintain cooperative and productive working relationships. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to exercise sound judgment. Ability to exercise tact and discretion. Ability to effectively manage multiple tasks and priorities. Ability to work effectively independently and in a team environment. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to communicate effectively verbally and in writing. Ability to effectively use at an intermediate level. (e.g., Outlook, MS Word, MS Excel).



The University of British Columbia

Staff Job Postings

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9747
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Facilities Planning & Engineer
Classification Title: Facilities Planning, Level B **Business Title:** Geothermal Engineer
Department: UBCO - Facilities Management
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

Job Summary

Under the limited supervision of the Director of Facilities Management the Geothermal Engineer is responsible for coordinating the effective identification, evaluation, maintenance and repair of the Campus Geo-exchange system. This position is also responsible for providing expertise for energy related projects on the Okanagan campus and partnering with internal departments and external agencies with respect to energy related projects.

Organizational Status

Under the general direction of the Director of Facilities Management.

Responsible for development and maintaining effective working relationships with a variety of internal, external and international groups, including other UBC Okanagan campus faculties and administrative departments, other institutions, external agencies, advisory committees, funding agencies, professional associations and community organizations.

Work Performed

1. Managing the maintenance and operation of the Geo-exchange and other energy systems by:
 - Establishing yearly budget for on-going maintenance of geo system, monitoring costs, methods and procedures to comply with budget.
 - Inspecting and assessing geo system function and efficiency.
 - Monitoring efficiency of the extraction and injection wells including planning and coordinating preventative maintenance.
 - Monitoring water quality in both open loop and district energy loop.
 - Coordinating maintenance and repair of Geo system and peripheries.
 - Directing and coordinating in-house staff through Assistant Managers, Facilities as well as executing and supervising geo exchange contract work.
 - Keeping records of utility data and geo system maintenance and repairs.
 - Ensuring asset management of the Geo-exchange system.
 - Acting as liaison with the Ministry of Environment and other agencies.
2. Provides expertise for energy related projects by:
 - Participating in planning new construction on campus.



The University of British Columbia

Staff Job Postings

- Writing reports and presenting as required.
- Gathering energy related data for reporting purposes.
- Compiling statistical analysis on energy use and emission trends.
- Monitoring Campus domestic and irrigation water and providing water saving recommendations.

3. Partnering with internal departments and external agencies with energy related projects by:

- Working closely with the Campus Sustainability office.
- Working with partners in retro commissioning projects.
- Seeking incentive projects with Utility providers.

4. Performs other related duties as required.

Supervision Received

Under the limited supervision of the Director of Facilities Management.

Supervision Given

Oversee Facilities staff in conjunction with Assistant Managers, Facilities, by assigning, directing and reviewing work relating to geo-exchange system. Oversees and supervises professionals, consultants and contracted services.

Consequence of Error/Judgement

Must be able to effectively plan, forecast and or problem solve through use of policy and procedures, resolving issues with resources to keep the campus geo utility in an operable state of operation by mitigating risk.

Given the high profile nature of sustainability, the consequence of poor decisions or errors will negatively affect the prestige of the University as it aspires to be a global leader. Decisions made in error can result in significant financial liability to the University. Decisions can affect the environmental conditions in many buildings on Campus and wrong decisions could result in disruption of class schedules or normal working conditions. These decisions could also impact building operations, equipment performance and efficiency, user comfort, institutional and departmental image.

Qualifications

Undergraduate degree in Engineering and Journeyman certification in an appropriate trade. Minimum of five years of related experience, or the equivalent combination of education and experience. Ideal skills in facilities, mechanical, electrical and automated controls. Managing multi-skill resource. Sound knowledge of current health and safety regulations. Must have a sound knowledge in hydro geology. Experience in Project Management of small capital projects. Proficient computer skills such as MS Word and Excel.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9732
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Facilities Planning & Engineer
Classification Title: Facilities Planning, Level G **Business Title:** Associate Director, Infrastructure Planning
Department: Campus&CommunityPlanning
Salary: \$95,120.00 - \$118,898.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-21 **Ongoing:** Yes
Job End Date:
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2011-03-19 **Available Openings:** 1

Job Summary

The Associate Director, Infrastructure Planning provides civil engineering leadership and expertise for the Vancouver campus. The position is responsible for managing long range planning for roads and utility infrastructure on campus (including water, sewerage, stormwater, electrical and gas infrastructure), for ensuring that engineering requirements for capital projects on campus are identified and addressed appropriately, and for managing a regulatory system that ensures appropriate control of capital projects for safety, appropriate installation and protection of existing works and services.

The position is also responsible for planning of signage, mapping, way-finding and improvements to provide a safer and accessible campus, and regulatory systems that ensure that specific projects comply with university policy and other regulatory requirements.

The position reports to the University Architect, works closely with the senior leadership in Campus and Community Planning, with other university departments, and with external agencies. The position also works with the campus community and broader public as appropriate. Work outside normal hours is required.

Organizational Status

Reports to the University Architect, Campus and Community Planning and supervises the work of others including the Assistant Civil Engineer and Planning Assistant.

Work Performed

- Overseeing and updating the technical engineering models for the utility infrastructure on campus, and the use of these models in developing long range plans for infrastructure improvements required to service growth, and in developing engineering requirements for capital projects on campus. Ensuring the integrity and reliability of the data and models is crucial to prudent management of the university's infrastructure and road systems.

- Overseeing and periodically updating long range (20 year), engineering plans and policies for, roads and utilities including water, sanitary sewerage, gas, electrical, and stormwater. This includes identification of capital projects required to service growth and to address cyclical maintenance needs, and include recommendations for funding sources.



The University of British Columbia

Staff Job Postings

- Developing short-term (5 year) capital plans that implement the long range engineering plans. These plans are developed in collaboration with units in Building Operations, Utilities, Sustainability and Transportation Planning. Recommended funding sources are included in these short term capital plans.
- Coordinating the implementation of short term engineering capital plans, and reporting out on progress.
- Collaborating with UBC's Sustainability and Transportation Planning groups in their various initiatives to develop more sustainable policies, practices and infrastructure on campus.
- Developing the minor capital plans for wayfinding, exterior accessibility, lighting and safety and managing implementation of these plans. Direct project management is generally rare as UBC has project management groups that provide such services.
- Providing civil engineering advice to UBC units responsible for planning and implementing cycling and accessible routes and infrastructure.
- Providing civil engineering advice to UBC units responsible for maintaining lighting, roads and utilities.
- Providing civil engineering advice, direction and conditions of approval for site selection and development permits for housing, commercial and academic projects on campus, consistent with UBC policies and guidelines. Establishing engineering services requirements for capital projects is a key output of this work.
- Overseeing the management of the Streets and Landscape Permit process, including addressing compliance issues.
- Developing and managing a Signage Permit process and periodically updating the UBC Signage Guidelines.
- Liaising with UBC Building Operations staff to collaborate on the integration of long term planning objectives in maintenance programs and review of Building Permits.

Supervision Received

Works independently under the direction of the University Architect.

Supervision Given

Supervises the work of others including the Assistant Civil Engineer and Planning Assistants as well as consultants and providing advice to allied unit personnel.

Consequence of Error/Judgement

The Associate Director, Infrastructure Planning makes judgments and decisions in regard to future needs of the campus, as well as responding to immediate needs or problems. The position is critical to the lands, infrastructure and buildings development process. The consequences of decisions or failure of vigilance could result in increased facility life cycle costs, requirements for unplanned repairs or expansions, and risks to human safety through poor design. Reputational risks for the university also may result from poor engineering planning.

Qualifications

University degree in a specialization, e.g., Architecture, Engineering, Community Planning, etc.. Eligibility for membership in a professional Institute or Association. Candidate must be a registered, or readily eligible, member of the Association of Professional Engineers and Geoscientist of British Columbia. A minimum of 11 years experience and in the discipline or the equivalent combination of education and experience. with a civil engineering and engineering planning background including:



The University of British Columbia

Staff Job Postings

Experience in a municipal, institutional, public sector or complex organization.
Utility modeling management experience.
Capital planning experience, and capital plan implementation experience.
Working knowledge of regulatory processes and issues and experience with compliance management.
Supplementary knowledge and skills in financial planning, asset management and project management.

Strategic thinking with the ability to conceptualize and manage the planning process for infrastructure systems, and to analyze and evaluate data for developing solutions to complex problems.

Experience working with interdisciplinary teams, and with members of the public.

Ability to develop strategic long-term and short-term plans; and to achieve consensus on priorities within those plans.

Ability to work independently, to organize work programs and set priorities for team members.

Effective judgment with the ability to make decisions and take actions that moves issues to closure.

Ability to be flexible and adaptable to meet constantly changing priorities and deadlines.

Innovative, creative, future oriented with a commitment to improving approaches and procedures.

Strong sense of accountability for the effective utilization of UBC's resources.

An effective communicator, able to develop and impart the vision and strategy of UBC's campus infrastructure.

An effective leader where the fostering of individual efforts, the co-ordination of a complex range of human and other resources and the encouragement of cross-functional collaboration are critical to success.

Ability to establish and maintain positive and productive relationships with a broad range of stakeholders including professional and construction bodies, volunteers, consultants, as well as campus students, faculty and staff.

Effective presentation and written and oral communication skills; ability to synthesize issues and convey ideas succinctly and with clarity.

Ability to draft and prepare detailed and complex correspondence, briefing documents, reports and proposals.

Ability to solve problems collaboratively and manage conflicts effectively.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9809
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level B **Business Title:** Student Development Coordinator
Department: Student Development
Salary: \$43,809.00 - \$52,592.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-05-01
Job End Date: 2012-04-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-16 **Available Openings:** 1

Job Summary

The Student Development Coordinator, Programs will be responsible for program development, implementation, and evaluation and for working in partnership with, and for students to contribute to a positive living and learning environment at the University of British Columbia. The Student Development Coordinator, Programs will be expected to be instrumental in the delivery of programs and services designed to support a culture of learning, leadership, involvement, and service for students. The Student Development Coordinator, Programs will work with students, staff, and faculty in student organizations, student government (AMS GSS), faculty departments, and with other student service areas to support the Student Orientation and Transition, Student Learning, Leadership Development, and Student Involvement. The Student Development Coordinator, Programs will be expected to work in strong collaboration across the Student Development team, to both lead and support teams of student staff and volunteers, and to work independently to complete assigned duties.

Organizational Status

The Student Development Coordinator position is a member of the Student Development staff team and will be supervised by a Student Development Officer.

Work Performed

The Coordinator position will be responsible for assisting with the delivery of programs and services in the areas of Student Orientation and Transition, Student Learning, Leadership Development and Involvement that support and enhance student engagement. Responsibilities include:

1. Coordinate current student development programs and services designed to bridge students' curricular and co-curricular experiences. Programs may include aspects of Imagine UBC, GALA International Student Orientation, Parent Orientation, UBC Student Leadership Conference, Vice President, Students' Emerging Leaders Program, Student Leader Recognition Event, Peer Programs or other student development programs. Responsibilities may include: marketing; maintaining and enhancing collaboration with partners; developing system requirements and managing aspects of logistical planning; developing action plans to achieve program targets and outcomes; and making recommendations to improve future programs and services.
2. Coordinate all aspects of the delivery of peer led programs and activities designed to enhance the student experience. Focus on supporting student leaders and identifying ways to remove obstacles for student leaders in the development of sustainable student



The University of British Columbia

Staff Job Postings

development programs.

3. Assist in building resources and program supports (both online and face to face) to support student engagement. Identify current gaps in the provision of resources and program supports and develop solutions.
4. Assist in identifying programmatic areas, student life issues, and initiatives where programs and services would support and enhance student engagement. Assist in the development and delivery of new programs and services.
5. Support and assist student leaders as they design and deliver programs and services.
6. Participate on cross campus committees charged with responsibility for programs or initiatives to support student engagement. Representing the views and perspective of the unit of Student Development in a thoughtful and clear way.
7. Provide clear communication to students, staff, faculty, parents and departments on the web and in print about Student Development programs and services.
8. Remain current in the literature and research in the field of Student Development.
9. Perform other responsibilities as required.

Working Conditions:

Evening and weekend work will be required.

Supervision Received

Working under the direction of a Student Development Officer, and as a member of the Student Development team, the incumbent exercises resourcefulness in the coordination and delivery of Student Development Programs. This position is expected to function within clearly articulated priorities and objectives. Work is reviewed for quality and effectiveness of results.

Supervision Given

May supervise student or volunteer staff in the coordination and delivery of Student Development programs.

Consequence of Error/Judgement

Errors in judgment may cause serious results and identifiable deterioration to faculty and student relations; reduce services; cause embarrassment; increase event and program costs; and impact negatively the department's reputation and accountability with organizations, students, faculty and staff. Decisions have an impact on the development of relationships both within the university and in external communities. Decisions affect the credibility of the Student Development programs, and hence the success of these initiatives university and community-wide.

Qualifications

Undergraduate degree in a relevant discipline. Masters degree preferred. Minimum of two years experience or the equivalent combination of education and experience. Minimum two years related experience working either professionally or as a student in a post-secondary environment in event management, program development or an equivalent combination of education and experience required. Experience in designing and delivering training and developmental or skill building workshops. Experience in a Windows-based environment, good knowledge of Internet and social media technologies and willingness to learn to use new systems. Knowledge of the field of student development and related literature and research an asset. Ability to plan ahead, anticipate problems, and meet deadlines efficiently. Ability to communicate effectively verbally and in writing. Ability to communicate well in a cross-cultural environment. Ability to lead others and to function as an effective team member. Ability to deal with a



The University of British Columbia

Staff Job Postings

diversity of people in a calm, courteous, and effective manner. Demonstrated ability to work collaboratively with a variety of different stakeholders. A highly motivated, creative person with outstanding critical thinking. Ability to analyze problems, identify key information and issues, and effectively resolve. Proven ability to envision and implement innovative programs and initiatives. Proven ability to organize events, lead promotion activities, and coordinate and support student development programs. Ability to work flexible hours, including evenings and weekends.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9819
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level E **Business Title:** Manager of Applicant Services
Department: Undergraduate Admissions
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-17 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Manager, Applicant Services supports UBC's strategic plan as it pertains to high quality service to students and the selection of the qualified applicants who are best fit for UBC. The Manager, Applicant Services manages the processing of over 38,000 applications for admission to undergraduate programs at UBC Vancouver and UBC Okanagan each year, as well as the receipt and processing of over 100,000 related documents. S he identifies the need for, researches, selects, and implements new technologies and innovations to continuously improve the application process. S he sets priorities for the production unit based on the analysis of data and historical trends.

The Manager, Applicant Services is responsible for the hiring, training, and direct supervision of 17 continuing CUPE 2950 positions and three part-time student positions. S he seeks and implements opportunities for staff development for all Admissions staff (approx. 40 CUPE 2950 and M&P staff).

The Manager, Applicant Services is a key member of the Undergraduate Admissions Management team, often representing Undergraduate Admissions in collaborative efforts with other VP Students business units and staff across both UBC campuses.

Organizational Status

This position reports to the Associate Director, Undergraduate Admissions and works closely with the Associate Director, International. This person is a member of the Undergraduate Admissions Management Team. S he supervises (approximately) 20 CUPE 2950 staff as well as Staff Finders and work study staff. This position liaises with other UBC units that serve undergraduate students including Student Resources and Information Services, Records and Registration, Student Recruitment and Advising, Student Financial Assistance and Awards, Student Systems, the Student Exchange Office, the International Student Initiative, academic faculties and departments across both UBC campuses.

Work Performed

1. Managing application process and workflow:
 - Ensure customer service through staff interactions with applicants via telephone, email, and in person meets with high standards as articulated by unit and sub-unit strategic planning;
 - Ensure prompt and accurate flow of high volume of incoming applications and associated documents;



The University of British Columbia

Staff Job Postings

- Management of Enrolment Services document imaging system and software;
- Allocate staff time & overtime accordingly to accommodate peaks in volume and workload;
- Ensure applications and supporting documentation are handled in accordance with University and Public policy with respect to Freedom of Information and Protection of Privacy ;
- Resolve issues/problems that arise as a result of special and extenuating circumstances;
- Adjudicate requests for late applications, refunds, consideration of unofficial documentation;
- Measure production unit effectiveness throughout the cycle and from year to year;
- Identify areas for improvement and seek alternatives.

2. Strategic planning and implementation:

- Participate as active member of Undergraduate Admissions Management Team to ensure unit goals and objectives are in line with UBC's strategic plan;
- Develop mechanisms to put larger strategic plans into action in the application and admission process;
- Liaise and collaborate with other units and staff from VP Students portfolio as well as faculties and departments across both UBC campuses;
- Project management in cross-functional teams.

3. Staff supervision, training, and development:

- Direct supervision of C2950 staff, including priority setting, distribution of work, attendance management, and mediating issues and conflict;
- Develop organizational plans and job descriptions for the production unit;
- Screen and interview applicants for permanent C2950 and temporary staff positions;
- Design, implement, and evaluate new C2950 staff training and orientation and ongoing staff development at all levels;
- Ensure C2950 staff are trained in and adhering to university policies;
- Monitor quantity and quality of work performed and provide performance feedback to staff;
- Identify the need for temporary staff, determine required skills and abilities.

4. Process improvement and new technologies:

- Identify opportunities for process improvement;
- Research, select and implement alternatives where there are opportunities for improvement;
- Maintain and monitor progress in light of new technologies and changes to process;
- Identify areas where existing policy is a barrier to achieving unit outcomes and institutional strategic plans.

5. Metrics:

- Develop and monitor quantitative productivity indicators;
- Undertake analysis of current and historical data to inform planning, priority setting, and resource allocation;
- Report real-time and annual productivity to other members of Undergraduate Admissions Management team;
- Keep adjacent units apprised of real-time productivity.

Supervision Received

This position reports directly to the Associate Director, Undergraduate Admissions and works closely with the Associate Director, International. The incumbent works independently under general administrative direction. Work is reviewed for overall effectiveness.

Supervision Given

Direct supervision of 17 continuing CUPE 2950 staff as well as three part-time student positions. Maintain adequate staffing levels within the Undergraduate Admissions unit to handle the volume of student inquiries and applications. Staffing needs will fluctuate dependent on the admissions cycle. Arrange for staff finders personnel and provide adequate training when required.

Consequence of Error/Judgement



The University of British Columbia

Staff Job Postings

This is a highly visible position, which has continuous contact with UBC's diverse community of faculty and staff as well as the vast population of prospective and current UBC students. This position is responsible for developing, delivering and maintaining services for students that are critical to UBC's reputation and enrolment goals as well as the personal welfare of students. For example, more than 38,000 prospective students from around the world experience UBC's application process each year. Negative experiences can have rapid and damaging consequences across such a large audience which can negatively affect our ability to attract and retain the best students and meet enrolment targets as determined by the University's strategic plan. Further, incorrect actions or decisions can result in wrongful admission or refusal of students which can lead to academic appeals and lawsuits. Expectations with respect to institutional reputation and student enrolment are extremely high and failure to meet these expectations can result in embarrassment for the entire institution.

Qualifications

Undergraduate degree in a relevant discipline. . Minimum of five years experience or the equivalent combination of education and experience. - Knowledge of collective agreements and experience supervising staff comprehending the same;
- In-depth working knowledge of application-oriented software, including databases, spreadsheets, web editors and integration tools;
- Demonstrated effective project management experience. - Ability to understand and effectively communicate with others at all levels of the organization - Excellent communication skills (oral, written and presentation); - Strong interpersonal and organizational skills - Demonstrated resourcefulness and problem-solving ability - Ability to work to critical deadlines
- Demonstrated team leader - Ability to advocate with diplomacy - Aptitude for progressive, creative and innovative thinking

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9833
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level E **Business Title:** Manager, Academic Support
Department: UBCO - Enrolment Services
Salary: \$59,602.00 - \$71,550.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

Job Summary

This position is part of the management team of Enrolment Services at the Okanagan campus. The incumbent plays an important role in the overall planning and development of policies and procedures for the area. This position also provides leadership for the planning, implementation and management for successful delivery of academic support services including degree audit, academic scheduling, sessional and term evaluation, examinations, grades, graduation, transfer credit and academic record keeping, to the university community.

Organizational Status

Reports directly to the Deputy Registrar. Works collaboratively with other members of the Okanagan Enrolment Services management team and with senior staff in most divisions in Enrolment Services at the UBC Okanagan and Vancouver campuses. Works closely with senior faculty and staff in faculty and departmental units at the Okanagan campus. This position has management responsibilities for 5 continuing BCGEU positions.

Work Performed

1. Manages business processes and systems for the UBC Okanagan campus by:
- Developing and establishing policy and procedures for services specific to delivery of excellent service to the faculty and student community regarding academic support services; conducting consultation and submitting proposals to senior management for approval as appropriate.
 - Managing the operation of all aspects of student record evaluation for graduation, final grade entry, sessional and term evaluation, student academic records, transfer credit evaluation for current students, degree audit, academic class scheduling, final examination scheduling and Distance Education examinations.
 - Collaborating with UBC faculty and departments to develop system and business processes to support all aspects of degree audit including promotion, development, implementation, testing, maintenance, training and support .
 - Collaborating with UBC faculty and departments to develop system and business processes to support all aspects of academic class scheduling and final examination scheduling including promotion, development, implementation, testing, maintenance, training and support.
 - Coordinating business and systems procedures with counterparts on the Vancouver campus to ensure efficiency, consistency and best practice.
 - Acting as liaison with Associate Deans and administrative staff in the faculty units to assess, interpret and develop for each



The University of British Columbia

Staff Job Postings

degree, diploma and certificate program for UBC Okanagan processes and procedures to support their needs, including development and delivery of business and system training support to faculty and administrators.

- Collaborating with UBC Ceremonies, UBC Bookstore, faculty and students.
- Coordinating and approving student system access requests from Okanagan faculty and staff.

2. Manages human resources and business practices of the unit by:

- Planning for the efficient operation of the unit and carrying out administrative efforts to meet this goal.
- Hiring, training and evaluating the performance of all employees in the unit, and proceeding with progressive discipline if required.
- Assessing, developing and implementing customer services goals for the division.
- Establishing, implementing, maintaining and evaluating procedures and training for staff to ensure operational effectiveness and to meet service standards.
- Participating, as part of the management team, in policy development for the entire department, recommending changes where required and interpreting and administering resulting policy.

Supervision Received

This individual reports directly to the Deputy Registrar. Works collaboratively with other staff in Enrolment Services, senior staff in other administrative units, faculty and staff in faculties and departments. Work is reviewed in terms of meeting goals, and the quality of overall performance. The incumbent works independently under general direction but within University policies and the general guidelines of Enrolment Services. The incumbent exercises initiative and sound judgment.

Supervision Given

Manages the Academic Support team in Records and Registration. Manages 5 BCGEU staff members.

Consequence of Error/Judgement

This is a highly visible position, which has continuous contact with Enrolment Services staff and a diverse University faculty, staff and student community. This position is responsible for delivering, maintaining and developing critical services throughout a student's academic career and beyond at UBC. These services include graduation, grades management, sessional term evaluation, exams, transfer credit assessment, academic class scheduling and degree audit which all play an important role towards successful completion of a degree at UBC. For example, graduation is a very high profile activity for the President, Deans, student and their parents and the University. Expectations are extremely high for this event to be perfect and any failure in supporting these expectations would result in embarrassment for the President and the University.

Many of the services are relied upon and are integral to many of the processes carried out by UBC faculty and departments. Consequences to these activities not being carried out include student dissatisfaction with processes which may even impede students to finish their degree on time. This may result negatively towards the image of Enrolment Services, UBC, faculty and staff. Consequences for UBC faculties and departments include additional work and inquiries from students which may result in distrust of the services offered and relations with Enrolment Services.

Qualifications

Undergraduate degree in a relevant discipline. Five years of related work experience, including several years in a management or supervisory capacity in a post-secondary capacity, or an acceptable combination of education, training and work experience. Excellent communication skills including the ability to understand and effectively communicate with others at all levels of the organization in writing and orally. Experience writing and presenting complex reports. Demonstrated interpersonal, organizational, analytical and problem-solving skills. Ability to set and maintain priorities, to adapt and be flexible when addressing changing priorities. Ability to work under pressure and produce measurable results in a deadline driven environment. Knowledge and experience in process improvement methodology. Sound working knowledge of SIS and UBC internet tools would be an asset. Ability to work effectively with all levels of University personnel. Proven ability to facilitate dialogue between diverse constituents and



The University of British Columbia

Staff Job Postings

to work collaboratively to develop creative solutions to complex issues to maximize the use of scarce resources. Demonstrated aptitude for progressive, creative and innovative thinking.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9794
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Unassigned
Classification Title: Veterinarian **Business Title:** Associate Director, Animal Care Services
Department: Animal Care Services
Salary: \$67,383.00 - \$84,230.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2010-02-08 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-15 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

Reporting to the Director, the Associate Director will be responsible for operational and strategic initiatives within the Animal Care Centre and the operational transition to the Center for Comparative Medicine as it completes in late 2011. The CCM is a 5,000gsm state-of-the-art research facility that includes Containment Level II and conventional large animal research, imaging and diagnostic and surgical cores and general holding zones for research. The CCM provides facilities, services, and information to facilitate effective research of a multidisciplinary nature using laboratory animals at the University of British Columbia. The AD is responsible for backup oversight of all twenty-four UBC animal research operations and serves as the second in command of the UBC animal research enterprise and acting Director in the absence of the Director.

Organizational Status

Reports to the Director, UBC Animal Care. Liaises with senior investigators and research teams at UBC and affiliated institutions; BC Cancer Research Centre, BC Centre for Disease Control, Centre for Molecular Medicine and Therapeutics, Childrens' & Family Research Institute, Blusson Spinal Cord Centre, The James Hogg iCAPTURE Centre, as well as industry partners.

Work Performed

Develop and execute a strategic plan which identifies the areas in which the CCM will concentrate its scientific efforts, capital, and staff to meet growth objectives. Ensure implementation of programs and drive process improvement to assure financial and budget expectations are met.

Interact with the Director and senior level investigators and project and program teams on significant scientific and technical matters related to research studies. Serve as liaison between the CCM and faculty principal investigators (Animal Users Groups) at UBC to coordinate support of scientific protocols, and also to consult on development needs and advise on appropriate design of studies and procedures.

In conjunction with the Director, responsible for the supervision and development of an in-house anatomical pathology service program. This service will design, conduct, interpret and review anatomical pathology data from animal studies.

Establish an American College of Laboratory Animal Medicine (ACLAM) eligible residency program in Laboratory Animal Medicine.



The University of British Columbia

Staff Job Postings

This program will include the clinical practice of laboratory animal medicine, didactic experience and mentored research experience.

In association with the Scientific Director, help to establish infrastructure support for the UBC Facility for Infectious Disease and Epidemic Research (FINDER). This includes space allocation, technical expertise and cost recovery programs.

In consultation with the Director, assist in formulating policy and enacting recommendations to the CDM Animal Users Group, CDM Space Management Committee, CCM users group, Chair of the UBC Animal Care Committee and to the relevant university officer(s) on the following:

- Standards of animal care, health, hygiene and facilities
- Methods and procedures for housing and care of animals and the use of animals in research by investigators and their research assistants, students and technicians
- Maintenance and renovation of existing facilities and the planning of new facilities
- Any matter in the area of animal use in research that may reflect on the University and or Faculty, Department or administrative unit concerned.
- Disaster Management where it involves animal in research

Ensure that UBC facilities are operated in compliance with national standards, and that all research procedures and training are carried out in accordance with the regulations and guidelines of the Canadian Council on Animal Care (CCAC), and UBC policies, regarding animal use and care. This also includes the mandatory CCAC investigator training program.

Participate as a member of the Senior Administrative Team of the Vice President Research in co-developing and executing business and financial plans for the research portfolio.

In conjunction with UBC Public Affairs, to participate in communications with the public around issues involving animals in research at UBC and its affiliated institutions.

Develop and maintain contacts with other universities, private research institutions, and government laboratories on relevant scientific matters to foster cooperation and identify users and possible collaborations.

Perform other related duties as required.

Supervision Received

Works under broad parameters, reporting to the Director.

Supervision Given

Through the Senior Operations Managers, cosupervises staff of approximately 60 administrative and technical personnel. Direct supervision of staff veterinarians. Oversight on research projects and programs in the CDM, CCM and other research facilities.

Consequence of Error/Judgement

Errors could result in UBC being held in non-compliance with The Canadian Council on Animal Care which could result in research grant funds being withheld (more than 80 million dollars annually tied to animal-based research) thus damaging the university reputation and stature.

Qualifications

Doctor of Veterinary Medicine degree, eligible for licensure in B.C. An MSc or PhD in a relevant field preferred. Diplomate of the American College of Laboratory Animal Medicine preferred or eligible. A minimum of ten years experience with the management of laboratory animals and or provision of veterinary services within an academic or industrial research environment.



The University of British Columbia

Staff Job Postings

Highly refined analytical, strategic and visionary skills.

Thorough knowledge of regulatory and compliance requirements related to animals care use in research.

Ability to motivate and inspire measurable results in others.

Experience with Containment Level II and III facilities.

Sound analytical and problem solving skills.

Prior experience in service provision and relationship management with contract research organizations, private industry and biotech an asset.

Background in contract and legal aspects of dealing with biotech and pharma.

Experience in post graduate training of research professionals in laboratory animal sciences and laboratory animal medicine.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9813
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Laboratory Assistant **Business Title:** Laboratory Assistant
Department: Medical Genetics
Salary: \$ 15.32 - \$ 16.26 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2011-04-01
Job End Date: 2011-09-30 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To be involved as an assistant to the research coordinator, Levina Kasmara, and to the Research Director, Dr. Suzanne Lewis, on the series of Autism Spectrum Interdisciplinary Research (ASPIRE) Program-related research projects on the genomic conditions associated with autism spectrum and related neurodevelopmental disorders. Duties will include assisting in data entry, review and organization of results (lab and questionnaire), helping with photocopying, mailing reports, literature searches, tracking missing data, ethics submissions and publication development. Under supervision, the lab assistant will contact research participants to assist with their online registration within the ASPIRE and ASD-CARC (www.AutismResearch.com) research registry.

Organizational Status

Reports directly to Levina Kasmara and or Dr. Suzanne Lewis.

Work Performed

- Enter clinical and genetic data into the computer databases
- Track missing data under supervision
- Assist with information dissemination to participants (under supervision)
- Perform other related duties as described above.

Supervision Received

Receives direction from the Research Coordinator and or Director.

Supervision Given

None

Consequence of Error/Judgement

If errors were to be made, subsequent data analysis could be inaccurate. The individual must sign a confidentiality form stating



The University of British Columbia

Staff Job Postings

that any identifying information will be held in the strictest confidence. Failure to do this will result in the immediate dismissal.

Qualifications

High School graduation or an equivalent combination of education and experience. . Work in an office environment with a well-lit workstation and telephone. Use of a computer, photocopier and fax machine is required.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9780
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2
Department: Popultn&PublicHealth,Schoolof
Salary: \$38,116.00 - \$41,769.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-11
Job End Date: 2011-12-31
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-14 **Available Openings:** 1

Job Summary

This assignment is part of a larger program of research at UBC Vancouver's School of Population and Public Health, which includes a number of studies that examine various aspects of youth sexual health disparities among youth in rural and northern communities in British Columbia. These studies are led by Primary Investigator, Dr. Jean Shoveller.

The Research Assistant will conduct literature searches and write reviews regarding youth sexual health issues, transcribe qualitative interviews, assist in the coding and analysis of data, and undertake other general research duties as required. Some occasional travel may be required for research purposes. The Research Assistant will receive direction from Jean Shoveller and Cathy Chabot (Research Manager).

Organizational Status

The Youth Sexual Health Team is in the School of Population and Public Health (SPPH), which is in the Faculty of Medicine at the University of British Columbia.

The Research Assistant will report to the Research Manager, Cathy Chabot and Principal Investigator (PI), Dr. Jean Shoveller and will work closely with other research team members.

The Research Assistant will be located in the School of Population and Public Health. A workstation will be provided in a shared office. The workstation is equipped with telephone, computer and office furniture.

Work Performed

- Transcribe and proofread qualitative interviews;
- Assist with the coding of qualitative interviews;
- Identify and collect relevant documents that describe and or influence local and provincial sexual and reproductive health education, health and social service policies and related policy materials pertaining to youth sexual health;
- Catalogue the literature using the research team's RefWorks bibliographic database;
- Copy, edit and proofread project documents;
- Assist the research team in the preparation of reports, manuscripts, and presentations;
- Maintain the research team's websites;



The University of British Columbia

Staff Job Postings

- Provide general administrative duties for the PHIRNET training program;
- Assist in the scheduling and organization of research team meetings; and
- Conduct other general research duties as required.

Supervision Received

The Research Assistant will receive primary direction from the Research Manager, Cathy Chabot, as well as from Dr. Shoveller on occasion.

Supervision Given

Not applicable.

Consequence of Error/Judgement

Errors made could influence the ability of researchers to interpret data correctly, delay the timely completion of work, and thus compromise the results of research projects. This would impact the credibility of the PI, other research team investigators on the Youth Sexual Health Team, the SPPH and the University.

Qualifications

High School graduation. Additional training in social sciences, health sciences, or biology with courses and or experience in qualitative methodology, especially feminist, ethnographic, and or community-based approaches preferred. 2 years relevant experience or the equivalent combination of education and experience. Knowledge of youth sexual health and community health issues as well as gender theory. Experience with online literature searches and data entry; qualitative methodology and transcribing qualitative interviews; using the qualitative data analysis program NVivo; and coding qualitative data. Ability to communicate effectively verbally and in writing, including grammar, punctuation, and style. A high degree of computer literacy including experience using Microsoft Office software. Ability to learn new computer software functions. Able to identify and relate to concerns of others and to exercise good judgement when resolving difficulties. Ability to work effectively independently and in a team environment. Highly organized and detail-oriented. Ability to synthesize and manage large volumes of data. Ability to deal with a diversity of people in a calm, courteous, and effective manner.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9822
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2
Department: Neurology Division
Salary: \$38,116.00 - \$41,769.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-05-02
Job End Date: 2012-05-01
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-17 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The successful applicant will assist in performing data collection, analysis, interpretation, grant and manuscript writing and presentations at and for the National Core for Neuroethics.

Organizational Status

Upwards: Directly to the Director of the National Core for Neuroethics, Dr. Judy Illes.
Interaction and liaisons: co-director, administrator, senior research fellows, post docs and graduate academic assistants.

Work Performed

Project Coordination:
Provide routine assistance in the preparation and submission of grant applications (conducting background research, uploading documents, obtaining letters of support).
Provide routine assistance in the preparation, submission and coordination of ethics applications (e.g., consent forms and contact letters).
Assist with facilitating study protocol preparations (provide moderately complex assistance in the development, planning and organization of logistical study procedures).
Assist with study logistics and implementation of study protocol.
Organize and help coordinate subject recruitment and consent process.
Conduct patient interviews using set scripts guidelines.
Collate, administer and score questionnaires.
Collect data, maintain records, and database and conduct basic statistical analyses.
Assist in preparation of research publications presentations.
Conduct basic literature searches.
Attend meetings.

Administrative tasks:
Assist with the development of powerpoint presentations.



The University of British Columbia

Staff Job Postings

Supervision Received

Reports directly to the Director.

Supervision Given

None.

Consequence of Error/Judgement

Any procedure or data record as part of a research study must be accurate and must accurately reflect the work performed. Studies may be jeopardized if not conducted according to ethical requirements as laid out by the University and by regulatory authorities. Study files must be kept secured or patient confidentiality may be compromised.

Qualifications

High School graduation. B.A. or B.Sc. preferred. 2 years relevant experience or the equivalent combination of education and experience. Working knowledge of research methodology and design. Computer proficiency. Effective interpersonal and organizational skills, excellent oral and written communication skills. Ability to work both independently and within a team environment. Ability to work in an interdisciplinary setting devoted to issues at the intersection of neuroscience and biomedical ethics.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9829
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2
Department: Family Practice
Salary: \$38,116.00 - \$41,769.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To assist with the research and evaluation needs of the REAP RAE Unit and the RCCbc Rural Health Services Research, Evaluation and Quality Improvement Sector.

The Research Assistant reports directly to the REAP Research and Evaluation Unit Director, the REAP Director, and the RCCbc Rural Health Services Research, Evaluation and Quality Improvement Sector Lead.

The Research Assistant takes direction from the REAP Research and Evaluation Unit Director and RCCbc Rural Health Services Research, Evaluation and Quality Improvement Sector Lead on priorities and work plans.

The REAP Research and Evaluation Unit Director will provide guidance and supervision to the Research Assistant.

The Research Assistant maintains prompt, courteous and respectful interactions with physicians, non-physician personnel and other team members at all times and is expected to work independently in their interactions with other team members, staff, and other research partners.

Organizational Status

Rural Education Action Plan (REAP) is housed under the umbrella of RCCbc. The Rural Education Action Plan supports the training needs of physicians in rural practice, provides undergraduate medical students and postgraduate residents with rural practice experience, and increases rural physician participation in the medical school selection process. The program was established as a result of the RSA, and is managed by the Joint Standing Committee on Rural Issues (JSC). There are a number of Continuing Medical Education (CME) programs that fall under REAP: The Advanced Skills & Training Programs include opportunities for physicians and locums serving in RSA communities to enhance their skills, as well as urban based physicians to enhance their skills with the intention of serving in RSA communities. The Undergraduate Rural Participation Program helps support third and fourth year medical students while undergoing rotations in rural communities in BC. The Undergraduate Teacher's Stipend Program is designed to recognize and compensate rural physicians for their time spent teaching undergraduate medical students. The RCCbc develops and supports strategies that improve the health of individuals and rural communities. RCCbc supports the Continuum of Care by focusing on rural health education, network facilitation and interprofessional training and practice. The Continuum of Care encompasses individual patients in rural communities, professions in clinics and hospitals, Health Authorities,



The University of British Columbia

Staff Job Postings

teaching institutions and government.

The RCCbc has six areas of interest:

Improving models of rural service health delivery by facilitating research and discussion;

Identifying the needs of specific populations;

Enhancing communications through collaboration and the sharing of technology;

Aiding in the recruitment and retention of health professionals in rural BC;

Facilitating rural research by assisting with a research exchange network;

Enhancing health care provision and education by promoting interprofessional training for rural practitioners.

Work Performed

Major responsibilities include:

Ensuring surveys needed by REAP are developed, reviewed, and distributed, collected and the data analyzed, updated and maintained in written reports or on RCCbc's website.

Collecting data from participants which may include contacting participants, scheduling, and performing interviews. Coordinating with the REAP Research & Evaluation Unit Director for analysis of data collected.

Researching and synthesizing rural health services literature. This may include academic searches of online databases, and summarizing articles findings in written reports and tables.

Contributing to and assisting team members in the preparation of articles, posters and presentations for journals, reports, or conferences.

In collaboration with REAP Research & Evaluation Unit Director prepare progress reports and quarterly reports to the Joint Standing Committee.

Learning about the various initiatives and projects of REAP and RCCbc through interaction with other team members and or attending meetings.

Assisting with other research and evaluation related activities that RCCbc is involved with such as CARE, and IRPbc.

Assisting in collecting community health services data for input onto the RCCbc website.

Other duties as required.

Supervision Received

The REAP Research and Evaluation Unit Director will provide guidance and supervision to the Research Assistant.

Supervision Given

N A.

Consequence of Error/Judgement

The Research Assistant uses sensitivity and discretion in communicating internally with various team members, and externally with Ministry and government agencies, external organizations, other health care authority representatives, and members of the public to receive and disseminate information.

Qualifications

High School graduation. University degree in a related field (health services, psychology, planning, sociology, geography, etc).

2 years relevant experience or the equivalent combination of education and experience. Experience and familiarity with UBC Medical Undergraduate courses, in particular upper year training that provides rural experience. Experience coordinating and assisting researchers, academic and or professional experience in research and writing. Computer experience required (Word, PowerPoint, Excel, Outlook and Access). Experience with data analysis in Access and Excel, basic statistical training.

Experience with web page updating and maintenance preferred. Ability to communicate effectively verbally and in writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Organizational and negotiation skills. Ability to analyze and interpret data, determine implications, and provide recommendations Ability to analyze problems, identify key



The University of British Columbia

Staff Job Postings

information and issues, and effectively resolve. Ability to work effectively independently and in a team environment. Ability to maintain accuracy and attention to detail. Knowledge of rural British Columbia. Ability to exercise tact and discretion. Ability to secure travel and logistical arrangements. Ability to exercise confidentiality, initiative and good judgement. Familiarity with SurveyMonkey and Webex office. Ability to use word processing, database and electronic mail applications at an intermediate level. Ability to prioritize and work effectively under pressure to meet deadlines.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9830
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 4 **Business Title:** Research Asst/Tech 4
Department: Biochemistry&Molecular Biology
Salary: \$46,003.00 - \$50,020.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-18
Job End Date: 2012-04-17 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

Job Summary

This position is required to oversee the day to day running of the laboratory and carry out individual research experiments involving PCR, DNA transfection, immunoprecipitation, ELISA & FACS analysis and perform light and fluorescence microscopy; oversee research grants' budget and train external user for laboratory equipment.

Organizational Status

Report to supervisor directly.

Work Performed

- Provide leadership in the laboratory for research projects and administration
- Develop and write laboratory novel and animal protocols and safety procedures
- Conduct experiments utilizing standard and advanced molecular biology techniques; PCR, DNA transfection, immunoprecipitation and western blotting
- Tissue culture of mammalian cells; RNA protein isolation, microscopy, liposomal formulations and serum assays
- Perform ELISA and FACS analysis
- Perform light and fluorescence microscopy
- Operate, maintain and train external users for laboratory equipment
- Upgrade laboratory equipment in consultation with the supervisor
- Order, receive and maintain records of laboratory supplies
- Co-ordinate Material Transfer Agreements with companies and institutions
- Oversee and forcast the supervisor's research grants budget
- Perform other finance responsibilites in the laboratory
- Supervise technician and undergraduate students
- Attend regular laboratory meetings and seminars

Supervision Received

Additional instruction will be provided only in the case of unusual problems or matters that depart from standard procedures.



The University of British Columbia

Staff Job Postings

Supervision Given

Supervise 1 full time research assistant technician and undergraduate students directly and 3 graduate students and 2 postdoctoral fellows indirectly.

Consequence of Error/Judgement

Work is to be checked by the supervisor. Exercise judgement and initiative in the overall coordination of the research projects. Poor decisions could delay the timely completion of projects or financial loss to the supervisor.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute, such as B.C.I.T. MSc in life sciences is required. 4 years relevant experience or the equivalent combination of education and experience. Must have minimum 4 years of related experience in operating and managing a research laboratory. Experience in vesicular trafficking, molecular biology and mammalian tissue culture. Knowledge of various computer applications (Word, Excel, Access, Powerpoint, Photoshop, Illustrator and FileMaker) is required. Ability to develop and implement policies and procedures. Ability to prepare effective grant applications. Ability to initiate and conduct research projects. Ability to exercise sound judgment. Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment while dealing effectively with a diversity of people. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to understand and apply policies, procedures, and instructions.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9752
Location: Vancouver - Other
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 4 **Business Title:** Research Asst/Tech 4
Department: Ctr-Molecular Med&Therapeutics
Salary: \$46,003.00 - \$50,020.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-03-09
Job End Date: 2012-03-08
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-23 **Available Openings:** 1

Job Summary

This position is for Lab Manager. The successful applicant is to help supervise the daily operation of the lab, to ensure that it operates smoothly and troubleshoots any problems that arise. The appointment is a research position in which complex technical skills and good judgment are needed. In addition, there will be some administrative duties.

The research position requires experience in molecular biology (recombinant construct design, cloning in E.coli) and molecular genetics (DNA, RNA preparation, PCR, genotyping, Sanger sequencing, next generation sequencing etc.). The applicant's focus will be neurogenetics, but within a laboratory that pursues translational neuroscience research based on genetic discovery. Hence, some knowledge and experience in protein biochemistry and cell biology (Western blotting, cell culture, immunocytochemistry, ELISA, HPLC) or animal models of neurologic disease (mouse husbandry, primary cell culture, ex vivo and in vivo neurochemistry and neuropathology) would be advantageous.

The neurogenetic projects performed will depend on the applicants' background and prior experience, ability and interest. All projects are done as part of a team but the incumbent will be expected to make a significant hands-on and intellectual contribution. They will be expected to keep abreast of new developments technologies in a rapidly developing field.

In addition, the successful applicant will be expected to organize day-to-day operations and maintenance of the research laboratory. These tasks will include a combination of administration, equipment maintenance, ordering, and immediate supervision training of new junior personnel.

Organizational Status

Reporting will be to Dr. Matt Farrer, Professor of the Department of Medical Genetics and Senior Scientist at the Centre for Molecular Medicine and Therapeutics.

Work Performed

Lab Management Duties:

- Acting as a resource person consultant to laboratory personnel and other investigators for research projects, including data interpretation and trouble-shooting for sample preparation and experimental design
- Managing budget expenditures, financial reporting, P-Card reconciliation and invoice payments.



The University of British Columbia

Staff Job Postings

- Coordinating Material Transfer Agreements with other institutions.
- Acting as a liaison with external staff and collaborators on operational issues.
- Managing safe handling and proper disposal of chemicals, radioactive, biohazardous, and infectious materials in accordance with WCB, WHIMIS and Atomic Energy Control Board regulations
- Participating in safety committee
- Managing laboratory safety (including training and certification), compliance, security, building and contracts; radioisotope and chemical compliance.
- Maintaining records, inventory, and databases
- Participation in the recruitment, training and supervision of junior technicians and students
- and orientation to new employees
- Strategic resource planning for labs, selection and recruitment of technicians
- Researching, purchasing, maintaining, and upgrading laboratory equipment and software
- Ensuring proper use and maintenance of equipment
- Ordering and cataloguing supplies, reagents, chemicals and animals
- Overseeing shipments of documents and hazardous and non-hazardous reagents and samples

Research Duties:

- Molecular genetics including: isolation and characterization of DNA and RNA; restriction enzyme digest; design and ordering of primer sets, PCR assays including their development and optimization; gel electrophoresis, Southern blotting.
- Genotyping, Sanger and next-generation sequencing. Experience with genome-wide analyses using Applied Biosystems, Illumina, Sequenom and or Affymetrix technologies is preferred. Work will include analyses, compiling raw data and reports.
- Molecular biology including construct design, cloning and prokaryotic and mammalian cell culture. Gene expression analysis, ABI7900 and northern and western blot analyses.
- Researching, purchasing, maintaining and upgrading laboratory equipment, software and consumables. Ensuring proper use of equipment and safety.

Supervision Received

Formal interaction with Dr. Farrer will be as required.

Supervision Given

The supervisory aspect is a critical component of this position. The incumbent will be expected to supervise all aspects of the day-to-day operation of the lab, such as dealing with equipment maintenance, teaching procedures to newer lab members, and ensuring that safety guidelines are followed.

Consequence of Error/Judgement

The incumbent will make important decisions affecting the direction and development of the research projects underway. Incompetence or incorrect decisions could jeopardize the progress of the research and adversely affect future research objectives and personnel. Consequence of error could have an adverse impact on research programs and the future livelihood of research personnel.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute, such as B.C.I.T. The incumbent requires a University degree (Masters preferred) in Genetics, Molecular Biology, Biochemistry or Biology. 4 years relevant experience or the equivalent combination of education and experience. Due to the supervisory requirements of this position, the incumbent must have the ability to work both independently and within a team environment, interacting with people from diverse backgrounds. The incumbent must also have the ability to manage and monitor operations to effectively resolve problems, challenges or issues, and exercise tact, diplomacy, discretion and confidentiality. This position requires flexibility and responsiveness to changing needs. The incumbent will need to exercise a considerable amount of judgment, responsibility, and initiative in



The University of British Columbia

Staff Job Postings

determining work priorities and procedures. Effective oral and written communication, interpersonal, analytical, supervisory, multi-tasking, and organizational skills are required. Ability to maintain accuracy and attention to detail. Also required are strong organizational skills, ability to think logically, understand instructions, and to work well under pressure. Valuable laboratory experience would include knowledge of molecular genetics, molecular biology, tissue culture, mouse genetics, mouse husbandry, and animal behavior.

Familiarity with laboratory safety techniques and protocols is essential. Good manual dexterity and willingness to handle biological specimens (human blood and brain tissue, mouse brain tissue, tails) are required. Computer experience is also required (Word, Excel, Access, Powerpoint, Reference Manager Endnote, Photoshop, Illustrator, and software for genomics applications and statistics (e.g. Progeny Lab, Vector NTI, ABI GeneScan GenoTyper, Sequenom, PLINK).

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9831
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 4 **Business Title:** Research Asst/Tech 4
Department: Biochemistry&Molecular Biology
Salary: \$46,003.00 - \$50,020.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2011-04-01
Job End Date: 2012-03-31
Funding Type: Grant Funded
Other:
Date Closed: 2011-03-18 **Available Openings:** 1

Job Summary

Perform and conduct specific research projects in development of nanoparticle drug delivery systems and administration of therapeutics to animals and animal surgery.

Organizational Status

Report to supervisor directly.

Work Performed

- Perform and conduct special research projects in development of nanoparticle drug delivery systems in animals
- Design and execution of in vivo studies to evaluate delivery systems in appropriate disease models
- Perform analysis of in vivo data
- Perform administration of therapeutics to animals and animal surgery
- Monitor and collect various tissue samples
- Prepare samples for analysis and data collection and analysis
- Maintain and keep detailed and up-to-date laboratory research notes, inventory and records
- Perform other duties including general organizations in the research laboratory
- Perform laboratory equipment maintenance
- Attend regular laboratory meetings and seminars

Supervision Received

Additional instructions will be provided only in the case of unusual problems or matters that depart from standard procedures.

Supervision Given

Supervise undergraduate students

Consequence of Error/Judgement



The University of British Columbia

Staff Job Postings

Work is to be checked by the supervisor. Exercise judgement and initiate in the overall coordination of the research projects. Poor decisions could delay the timely completion of projects or financial loss to the supervisor.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute, such as B.C.I.T. Animal technology diploma in life-sciences-related field is highly preferred. 4 years relevant experience or the equivalent combination of education and experience. A minimum of 4 years of animal and animal surgery related work-experience is essential. General computer experience is also required. Ability to communicate effectively verbally and in writing. Ability to prepare clear, concise, and accurate research and technical reports and proposals. Ability to initiate and conduct research projects. Ability to work effectively independently and in a team environment. Ability to resolve technical problems in an innovative manner. Ability to understand and apply policies, procedures, and instructions.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 9743 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 5 **Business Title:** Research Asst/Tech 5
Department: Biomedical Research Centre
Salary: \$53,714.00 - \$57,617.00 (Annual)
Full/Part Time: Part-Time (80%)
Desired Start Date: 2011-06-15
Job End Date: 2012-06-14
Funding Type: Funded by Multiple Sources
Other: Leave Replacement
Date Closed: 2011-03-16 **Available Openings:** 1

This position may start earlier and or change into a full time position depending on the needs of the unit. All interested and qualified applicants please apply.

Job Summary

To supervise the daily operation and maintenance of the Transgenic Unit at The Biomedical Research Centre. Supervises, manage and trains unit staff, principal investigator's (PI's), technicians and students so that they treat the animals according to the Canadian Council on Animal Care (CCAC) guidelines. The RAT 5 will directly supervise the RAT 4. Coordinating with the UBC Animal Care Centre (ACC) for ordering mice, supplies, health testing and site visits with the veterinarian.

Organizational Status

The Manager reports to the Animal Unit Director.

Work Performed

1. Is responsible to ensure that all staff adheres to the correct procedures so that the mice remain pathogen free by following aseptic techniques in handling the mice. Maintaining the SPF environment involves daily disinfecting and autoclaving of all caging equipment using a cage washer and autoclave.
2. Designs and develop protocols and experiments
3. Promotion consultation & advise to other universities
4. Oversees sentinel test assess sentinel reports from the unit and from outside suppliers.
5. Overseeing that testing us done in a timely manner. Overseeing quarterly sentinel testing, and all sentinel testing performed in Quarantine. Working with the UBC vets to approve incoming animal transfers from both commercial vendors and other collaborators.
6. The Manager will be performing highly skilled animal surgical procedure on mice that requires extensive experience and biology background.
7. May assist PIs with writing of ethics and grant applications.
8. Leading Developing conferences nationally and internationally
9. Consulting and coordinate mice experiment requests from departments in UBC and other universities internationally.
10. Handling and performing highly skilled surgical procedures on mice.
11. Using micro-surgical techniques to deliver arterial stents in mice aorta. Vessel anastomosis
12. Provide direction to staff members, train new unit staff, technicians and students in handling and procedures done to the mice. Correct technique in mouse handling is essential to get the best results and to cause minimal discomfort to the animal.



The University of British Columbia

Staff Job Postings

13. Keeping detailed pedigree records of approximately 120-130 breeding projects in a database called BBMouse. Daily input into the database is important so PI's can have easy access to their mouse colonies information.
14. Overseeing the main Animal Unit, Quarantine room and Biobubble. The duties would include: coordinating the daily cage changing schedule, ordering supplies, monitoring the mice for signs of illness, machine maintenance, cleaning and disinfecting of these areas.
15. Overseeing the maintenance, updating and following the standard operating procedures manual covering all the duties and procedure of the daily activities in the unit. To instruct individuals on how to do some of the basic mouse procedures e.g.; Setting up timed mating or blood collection. The manager through guidelines set out by the CCAC, UBC ACC, and work experience gathers the SOP manual information.
16. Policing the animal protocols to make sure the mice are being used appropriately. All animal protocols are kept on file for easy reference.
17. Will collect DNA samples from the mice, ear or tail clippings, may need to use an anesthetic machine. These samples are labeled and frozen until the PI's need to genotype them. Once the genotyping is completed, the results are added to the database.
18. The manager produces monthly billings to each PI outlining their expenses for mouse husbandry costs.
19. Directly supervise, direct and manage all animal units staff as well as keeping track of vacation and sick absences.
20. Identify sick animals, and designs an appropriate treatment plan. Provide animals with fluids, antibiotics, and pain killer, in the appropriate amount via Sub Q, IV, or IM injection.
21. Involving in designing experimental plans.
22. Administers animal unit budget. This includes ordering supplies, equipment and keeping track of paperwork for the items, reconciliation of the ledgers and correction of any fiscal errors.
23. Supervise the organizing of shipments of animals nationally and internationally for PIs and students and their collaborators.

Supervision Received

Works independently under general direction from Director of the unit.

Supervision Given

The manager supervises, within the Animal Unit, a total of 7 Research Technicians, Technician (RA T) 1, 2, 3 & 4 as well as people (PI's, technicians, post-doctoral fellows and students) that enter the unit for short procedures on a daily basis.

Consequence of Error/Judgement

The manager, in consultation with the Director and PI's, will make decisions regarding: the health of mice and if a mouse should be euthanised, what breeding pairs to use, how much stock would be needed for a particular strain and figuring out breeding schemes to produce the amount of mice for an experiment. The manager works independently and consults with the Director Finance and Facility Manager when required.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of Bachelor of Science, Animal Health Technology Diploma or equivalent. Masters degree would be an asset. RLAT designation is recommended. 5 years relevant experience or the equivalent combination of education and experience. Minimum of 5 years related practical experience. Excellent knowledge of animal husbandry and breeding management. Strong Science background and experience in handling and performing highly skilled surgical procedures on mice. Experience using micro-surgical techniques to deliver arterial stents in mice aorta. Vessel anastomosis. A strong background in genetics and breeding transgenic mice. Must understand how to manage a SPF facility and have the ability to administer anesthetics and monitor depth of anesthesia on mice. Must be able to interpret health reports, and understand mouse disease, and its pathways. Knowledge of CCAC guidelines is required. Experience in managing a lab and technicians. Ability to communicate effectively verbally and in writing. Must be able to work independently, be very organized, have good interpersonal skills, and be a team player. Ability to supervise work of others. Targets and deadlines must be met while working under pressure. Ability to work with staff, faculty and students as well as explaining practices and procedures to others. Know how to organize staff efficiently and have excellent problem solving and communication skills. Must have computer knowledge.



The University of British Columbia

Staff Job Postings

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.