

Professional Job Position Description

Section I: Position Information

Effective Date	2024-08-01	<input checked="" type="checkbox"/> Update Only	<input type="checkbox"/> Classification Review
Position Title	Administrative Lead, Learning Services Tutorial (LST)		
Position Number	999839		
Classification Level	Professional A		
Position Affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location	Virtual		
Department	Learning Services Tutorial		
Reports To	Coordinator, Learner Academic Support Services		

Position Summary

Briefly describe the main purpose(s) of the position.

The primary responsibilities of the position include day-to-day coordination of assigning activities within the LST team and training and coaching of support staff. The incumbent also maintains an instructional assigning portfolio.

The incumbent is responsible for coordinating the daily assigning activities in relation to the administration of instructional workloads for faculty, individualized study tutors, academic experts, and indefinite term markers. As the responsibilities of tutors and academic experts are classified under the Board/CUPE Collective Agreement, an understanding of this agreement is necessary.

The accurate coordination and assignment of registered students to faculty and tutorial staff is essential. Regular provision of written information to tutorial staff, such as instructional guidelines, contact information and currency of class lists is necessary.

The incumbent is responsible for consultation with faculty, tutors, AEs, and other AU staff to establish and administer tutor and AE workloads and administer tutorial services to AU's individualized study and student support centre students. As such, the incumbent is expected to be familiar with responsibilities that are related to general administration, contract administration, teaching and learning in a postsecondary educational environment. The incumbent escalates issues as appropriate to the Coordinator.

As LST interacts with academic support team members daily, this position requires continual development and focus on sustaining constructive and positive relationships between AU and its tutors and AEs.

The position requires excellence in the delivery of services to students of Athabasca University in compliance with the Academic Service Standards.

As the incumbent deals with matters that may be sensitive and confidential in nature, a high degree of ethical standards must be upheld.

Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible.

Instructional Workload Administration- 50%

- Monitor instructional workloads, assign students and process student transfers to effectively manage workloads and ensure provisions of the Board/CUPE Collective Agreement are met.
- Responsible for the set-up and accuracy of workload assignments
- Process and distribute notice of work assignments for new and existing CUPE employees.
- Process tutor/AE contract amendments and temporary payroll adjustments.
- Verifies and processes applicable workload amendments.
- Initiates correspondence to students providing tutor, academic expert and faculty information updates, notification of tutor absence, alternate arrangements, or unique circumstances.
- Verbal and written communication with tutors, academic experts, and faculty. Ensures that tutor, academic expert, faculty, and Academic Support Unit, as well as other university departments receive timely documentation as required.
- Receives sorts, prioritizes, and responds to student complaints and queries.
- Resolves or refers student, tutor, academic expert, or faculty concerns.
- Ensures that confidentiality of sensitive information is maintained.
- Updates CUPE eligibility list.
- General office duties as required (e.g., electronic filing, records updating, etc.).
- Other duties as assigned by the coordinator.

Departmental Training, Coaching, and Quality Assurance - 20%

- Train staff on LST's systems and procedures aligning with the day-to-day operations of the Unit.
- Support ongoing training to all Learning Services Tutorial team members, including providing mentorship and support that encourages excellence in service to students and internal partners.
- Create and update all training documentation and
- procedures checklists

Team Leadership - 10%

- The incumbent will be the coordinator's delegate in their absence. This includes but is not limited to:
 - Supervision of the LST team
 - Responsibility for all payroll reporting
 - Accountability for resolving escalated issues
- The incumbent provides direction on day-to-day operations to LST staff and assists in problem solving.

Systems Management and Process Improvements- 10%

- Work in collaboration with IT and other internal partners in the administration of systems as they relate to Learning Services Tutorial and instructional workload administration.
- Contribute to the design and administration of systems in the areas of assigning students to instructors, learning services provided to students and instructional workload administration.
- Support process improvements that align with overall institutional learning services provided to students, instructional workload administration and instructional workload capacity and that are focused on digital learning and workflow.
- Contribute to a comprehensive and informative online learning services experience to students, instructors, internal and external stakeholders.

Faculty and Internal Stakeholder Support- 10%

- Develop and maintain proactive and effective working relationships with the faculties and other internal stakeholders in relation to the provision of learning services to students, instructional workload administration and adherence to The Board/CUPE Collective Agreement.
- Working with Coordinator, develop and support reporting to the faculties and internal stakeholders that identify gaps, trends and continuous improvement needs in relation to instructional workload administration. Address escalated student concerns participating in course extension or withdrawal decisions resulting from instructional based concerns, in collaboration with the supervisor.

Occupational Health and Safety

Employees:

Responsible to participate in the AU OHS Program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification Factors

Communication

This position requires effective communication with individuals and staff with diverse interests and responsibilities (e.g. tutors, academic experts, faculty, CUPE executive officers, and senior-level management).

The incumbent communicates with other AU departments to coordinate day-to-day operations and service to tutors/academic experts and students. In particular, the incumbent is expected to work closely with the Faculties, the Office of the Registrar, the Ombuds Office, Access to Students with Disabilities, Human Resources and Payroll.

Strong communication skills, both by electronic delivery and telephone are required to address student concerns.

Confidentiality and an understanding of legal implications of actions taken by faculty and CUPE employees as well as department staff are required.

Supervision

This position is responsible for supervision of the LST Staff in the absence of the Coordinator.

Impact of Service or Product

The incumbent must have an outstanding working knowledge of AU's processes, policies and collective agreements. This position has an impact on administering the workload of faculty, tutors as well as staff within LST. The incumbent must be able to identify, understand and escalate potential risk involving students, tutors, and staff.

Independence of Action

- The incumbent is expected to participate in system and process efficiencies and system implementation efforts as it relates to instructional workload administration.
- Maintaining working relationships with faculties and departments as required.
- CUPE members are directly supervised by their Academic Coordinator and therefore it is imperative that the incumbent engages and works closely with supervisors, deans, and HR/LR when escalation of issues is required. As procedures must align to the conditions of The Board/CUPE Collective Agreement all labour relations issues must be referred to Human Resources.

Complexity

- This position requires a working knowledge of The Board/CUPE Collective Agreement and other relevant Collective Agreements within the institution, AU's strategic plan and foundational strategies.
- The incumbent must have a thorough understanding of AU's academic delivery models as well as a working understanding of applicable technical equipment, systems, and procedures.
- Delegation of duties, time management and priority setting skills are essential in this position.

Planning

The incumbent is expected to work with their supervisor to develop unit operational plans that are in alignment with departmental plans and AU's strategic plan.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent.

A two-year post-secondary diploma, preferably in education and/or administration, and at least three years' progressive administration experience and supervision is required.

Experience with post-secondary and/or adult education is preferred.

Experience with systems reporting, data analysis and utilizing data to identify potential evidence-based decisions is required.

Experience in a unionized environment and working with collective agreements is preferred.



A combination of education and experience deemed acceptable to the Athabasca University will be considered.

Knowledge of the Alberta post-secondary system and distance education is desirable. Above average communication skills, both written and oral is required, as well as strong negotiation and dispute resolution skills are required.

Experience in supervision of staff who have various skills and levels of responsibility is necessary.