

Centre for Digital Media Job Description

Job Title: Programs and Student Services Coordinator

Department: Academic Operations

Reports to (Title): Manager of Programs and Student Services **Date:** Last revised June 2024

A. Role Summary

The Centre for Digital Media was established through the ground-breaking partnership of four leading academic institutions: The University of British Columbia (UBC), Simon Fraser University (SFU), Emily Carr University of Art + Design (ECU), and the British Columbia Institute of Technology (BCIT).

Reporting to the Manager of Programs and Student Services, the Programs and Student Services Coordinator supports educational delivery and the entire student life cycle. Key duties encompass program scheduling, registration, admissions, student orientation and life events. The Programs and Student Services Assistant works closely with the academic operations team and SFU colleagues with the aim of providing high quality and streamlined academic services on a day-to-day basis. This position provides administrative support for faculty and staff and coverage for the Community Liaison. Strong interpersonal, communication and administrative skill sets are vital competencies for this role which coordinates student resources across multiple service areas and stakeholder groups. Overall, the Programs and Student Services Assistant supports students' sense of belonging to the CDM community.

Core competencies:

Customer Support

Administrative Details

Student Lifecycle and Engagement

Learning Tools Design

B. Values & Digital Futures Access Strategic Plan Alignment

The role will support all institutional [values](#), and in particular:

1. Justice, Equity, Diversity and Inclusion (JEDI) - actively addressing social inequities and creating new inclusive opportunities.
2. Social Impact and Sustainability - facing the current and emerging digital challenges of our society to leave a sustainable and meaningful positive impact on our communities.
3. Innovation - being recognized as a creative institution that undertakes leading-edge research, solves complex problems, and breaks new ground in digital media.

The role will also be engaged with many elements of the CDM strategic plan, including a number of Key Strategic Directions as follows:

2. Diversify programming and build new accessible educational models
6. Incorporate diverse perspective, data and analytics into decision making, forecasting and business case development.

B. Key Functional Responsibilities

1.	Programs Support • Continuously improve practices and processes for program-focused services. • Customer service for student inquiries across multiple platforms • Support student registration and scheduling for short-duration and full-time programs, inclusive of support for visiting and guest students • Support administration of faculty appointments onboarding as requested. • Update information pertaining to academic programming, curriculum, instructional support services on CDM partner institution websites. • Track accurate student status data and ensure graduation information is sent to partner institutions in a timely manner. • Support the course evaluation process and ensure high levels of student participation. • Administrative support for academic meetings, projects, and short-duration programs. • Participate in the Events Committee to coordinate academic and industry related events. • Administrative support for research applications (e.g., MITACS) and payroll. Coordinate payroll information for students receiving MITACS funding. • Administrative support for the development of new curriculum and programs. • Provide instructional design support to the Director for all non-credit courses, available to assist new faculty with instructional design support as needed • Support the Manager of Programs and Student Services and other members of the Senior Leadership team with special projects as needed. • Support the hiring of student employees as requested.
2.	Student Services • Contribute to the delivery of high-quality student services and community engagement programs. • Support student persistence, academic progression, and overall sense of belonging. • Support justice, equity, diversity, and inclusivity initiatives. • Works with Admissions and Community Liaison to coordinate student services events (Orientation, Graduation, Convocation, Café Connect, Immigration workshops), student events (i.e. movie night, board game night, etc.) and other academic and industry events. • Address student queries and concerns and direct them to the proper internal and external Shareholder resources. • Communicate student services events, resources, and Shareholder notices to students. • Support wellness, health and safety initiatives and resource referrals. • Support the development and maintenance of new student onboarding resources and courses. • Provide relief for reception as required

C. Education, Experience, and Skills

1. Education

	Required	Preferred	Areas of study preferred
Grade 12 or equivalent	x		
Diploma	x		
University Degree		x	Business Administration, Education Design, or a related field
Other licenses, certifications, designations		x	Project Management

Notes:

2. Experience

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| 2+ years | <ul style="list-style-type: none"> • Related experience in student services, business administration, admissions, events, and/or academic program coordination. Examples include: <ul style="list-style-type: none"> ○ People and program coordination experience. ○ Office Assistant experience. ○ Event coordination experience. ○ Business administration experience. ○ Customer Service experience. |
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3. Skills

- Advanced knowledge of Microsoft applications and tools including Office 365 and applications such as Outlook, Word, Excel, PowerPoint, Planner, Sharepoint, PowerBI, etc).
- Familiarity with the Adobe Creative Suite an asset.
- Strong time management skills with the ability to manage multiple priorities and customers.
- Proactive attitude, adaptable to a changing environment.
- Strong attention to detail and organizational skills.
- Strong problem solving, critical and analytical thinking skills.
- Strong communication skills with the ability to work well in teams and independently.
- Results-oriented with the ability to follow-up and review outcomes effectively.
- Service focused—able to provide value and guidance to a diverse range of audiences including students, staff and faculty.
- Demonstrated initiative. A self-starter with curiosity to learn and continuously improve.
- Demonstrated commitment to justice, equity, diversity and inclusion.
- Knowledge of College/University systems (e.g., records, registration and scheduling) an asset.

D. Management Scope and Budget

1. Management Scope

☒	Individual Contributor
☐	Leads/Supervises
☐	Manages staff
☐	Manages staff including other managers

2. Budget

☐	Has budget responsibility (Swag, small budget for guest connections, events)
☒	Has no budget responsibility

E. Working Conditions

1. Hours of work

☒	Full-time
☐	Part-time:
☐	Flexible hours required for events

2. Environment

☒	Office – this is a student-facing position, with limited opportunity for hybrid work
☐	Offsite

3. Travel

☒	No travel required
☐	Occasional day travel required - indicate how often: weekly through Lower Mainland
☐	Occasional overnight travel required - indicate how often: Potentially 1-2 times per year