

Sheridan

Program Support Specialist (Temporary)

Faculty/Department: Faculty of Humanities and Social Sciences	Employee Group: Support Staff – Appendix D
Campus: HMC (May be assigned activities at any Sheridan campus)	Payband: H
Reference Number: 20/S/16	Hourly Range: \$31.37 - \$36.42
Hours: 11:00 AM – 7:00 PM	Hours/Week: 35
Application Deadline: February 21 st , 2020	
Application Details: This is a temporary position that may continue up until October 12, 2021.	

The Program Support Specialist works as an integral member in the Faculty of Humanities and Social Studies under the supervision of the Finance and Business Operations Manager. The incumbent provides front line administrative and organizational support to the Dean, Associate Deans (AD's), faculty, faculty administrators, coordinators and students for programs within the Faculty/School FHASS. The incumbent researches, organizes and provides program information throughout Sheridan and to the Faculty for the purpose of planning, problem solving and decision-making. The PSS provides administrative support for the Faculty governance committees including Local Academic Council (LAC) and sub-committees such as Program Quality Assurance (PQA), and is also integral to the Program Advisory Committee which meets to keep program content current and relevant. The incumbent also acts as a Faculty liaison to the Academic Quality Assurance (AQA) and Center for Teaching and Learning (CTL). The incumbent provides program support by responding to program changes, and maintaining accuracy and currency of Faculty/School programs and student information.

Specific Responsibilities Include:

- Responds to inquiries about program content, curriculum and admission requirements;
- Provides front-line support for the Faculty and assists the students in answering inquiries and directing them to proper departments when appropriate;
- Prepares and extracts reports from Student Information System (PeopleSoft) (class lists, address lists, attendance lists, grade rosters, academic status sheets) for administrative analysis and planning;
- Maintains electronic, paper and on-line documentation related to student breaches of Academic Integrity and Student Appeals
- Manages digital and paper documentation for curriculum development/changes and program review/consent renewal (preparing multiple complex documents, obtaining forms and signatures, meeting deadlines, recording motions, and maintaining records)
- Updating the Sheridan Academic Logistics Systems (SAL); compiles, tracks and processes program documentation such as program maps, detailed program maps, essential employability skills, course outlines, etc.
- Ensures consistency and accuracy of program documentation (maps, course outlines, web descriptions, book orders, etc.). Works with staff, faculty, and program coordinators to ensure processes are followed for new course development and course/program changes. Prepares multiple complex documents, obtains forms and signatures, meets deadlines, records motions, and maintains records;
- Develops and coordinates registration activities, i.e. timetables, program selection sheets, program electives, block code lists, and liaises with other departments to support these activities;
- Liaises with the Office of the Registrar, Facilities Management, Marcom, Financial Services, Cafeteria, and other Faculties including Faculty of Continuing & Professional Studies (FCAPS) and other Sheridan departments to resolve a range of queries;
- Assists with the coordination and planning of special events (Orientation, Career Fairs, Open House, Industry Day, Convocation, Awards, etc.);
- Maintains and updates security system access cards using C-cure for Faculty;
- Primary contact and liaison for Local Academic Council (LAC), Program Quality Assurance (PQA), Academic Resource Committee (ARC) and Centre for Teaching & Learning (CTL).
- Provides timelines, policies and procedures to Faculty and staff for LAC, PQA and ARC.
- Creates/Develops and maintains Committee procedure manuals.
- Prepares agendas and records, transcribes and distributes meeting notes. Arranges room bookings and set up.
- Follows up with program staff on PQA recommended changes to courses.
- Proofs all edited LAC, PQA and ARC documents to ensure recommendations have been completed for Faculty

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requirements.

- Organizes PAC meetings with Associate Deans, Program Coordinators, and external members including logistics, venue/room bookings, room set up; prepare agendas/records, coordinate member attendance/schedules, transcribe and distributes minutes, and other activities. Ensure administrative responsibilities are completed accurately e.g. committee additions and deletions
- Participates on Program Review teams within the portfolio by providing documentation, coordinating meetings and focus groups, gathers data from faculty, compiling and preparing the final binder and sending to external reviewers as well as organizing and supporting site visits
- Initiates purchases on College Visa card and enter purchase requisitions using the Finance Information System (FIS) up to authorized limits. Order office and instructional supplies through the college's preferred vendor purchasing system;
- Performs other related duties as assigned;

Qualifications:

The successful candidate will possess a 3-year diploma/degree in Business Administration or a related field with a minimum of three years' work experience in customer service or administrative experience. Excellent diplomacy skills including tact and judgement when dealing with faculty, staff, students. Attention to detail while managing multiple complex projects simultaneously, flexibility in seamlessly changing focus from one project to another. Experience in diverse, fast-paced office environments dealing with confidential information. Ability to work independently and as part of a team. Ability to set priorities and resolve conflict. Organizational, communication and interpersonal skills. The incumbent will have advanced level skills using computer software (e.g. Microsoft Office, spreadsheets, database management, internet research, email). Skills in research, collection and synthesis of written and verbal data. excellent human relations skills and ability to deal with complex student issues. Advanced level customer service skills dealing with highly sensitive issues. The following experience is an asset: Experience in program development, approval, implementation and review in a post secondary environment. Use of PeopleSoft and Sheridan Academic Logistics. Familiarity with Faculty and Sheridan.

Sheridan welcomes diversity in the workplace and encourages applications from all qualified individuals, including visible minorities, Indigenous People, and persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sheridan is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the hiring process, Human Resources will work with applicants requesting accommodation.

Note: Copies of educational credentials are requested at the time of an interview. As a condition of employment, Sheridan requires confirmation of educational credentials in the form of an official Canadian transcript or an official evaluation of international credentials which determines Canadian equivalency.

Please apply online: <https://www.sheridancollege.ca/working-at-sheridan>